

Job Description

Job Title: Assistant Property Manager & Sales Representative

Department: Self Storage Facilities

FLSA Status: Non-exempt

Position Description Summary: Assist Property & Sales Manager, as follows: Assist customers with determining storage needs and close on new lease sales, provide excellent customer service, maintain all required tenant documentation, maintain accuracy of the Petty Cash, provide price comparison with competition. Self-storage or retail experience required, superior phone skills, experience with customer service over the phone preferred, and collections or accounts receivables experience a plus.

Working Hours:

Typical work hours are 40 hours per week. Work schedule is Monday through Friday, with some weekend or evening shifts as required.

Essential Function(s) of the Position:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the level and/or class of this position.

- Assisting in sales of new unit leases to keep facility rented at optimum levels, by effectively utilizing advertising, promotional and customer relation skills.
- Provide outstanding Customer Service, including assessing and resolving customer problems, professionally handling telephone and walk-in inquiries.
- Assist customers with determining storage needs.
- Sell additional products to customers.
- Maintain a neat, clean, safe and secure facility, including minor maintenance and daily lock checks, resolving issues in a timely manner.
- Open and close the office on time each day.
- Maintain all required tenant documentation.
- Control delinquencies by telephone contact and issue letters on a scheduled basis, including monthly invoices.
- Maintain accuracy of the Petty Cash, make daily bank deposits and daily, weekly, and monthly reports as required by management.
- Assist in preparing units for auction, vacate as prescribed by law and approved by management.
- Provide price comparison with competition.
- Other duties as assigned.

Education/Experience/Licenses/Certificates:

- High School Diploma or equivalent
- Self-Storage OR retail experience required
- Superior phone skills, experience with customer service over the phone preferred.
- Collections or accounts receivable experience is a plus
- Must possess a valid Michigan Driver's License

Knowledge, Skills and Abilities:

- Highly motivated and target-driven in sales
- Strong sense of customer service, both on the phone and in person
- Great strength in sales
- Possesses a positive work attitude
- Energetic and self-motivated
- Highly organized with great attention to detail
- Available to work weekends/flexible hours as needed
- Proficient in Microsoft Office Suite
- Capable of learning new software
- Strong internet research skills
- Ability to communicate effectively both written and orally

Equipment, Machinery, Tools and Vehicles Used:

Office equipment, including computer, fax machine, vehicle, etc.

Physical Demands:

This position is primarily an office position therefore must be able to sit for long periods of time. Must be able to lift 20-25 pounds, be able to squat and bend over.

Working Conditions:

Must be able to work in a fast-paced environment and able to meet various deadlines. Must be able to work in conditions that may be dirty and/or dusty.

Reporting Relationships:

A person in this position will work under the Self Storage Property Manager at their respective facility.

Employees that report to this position:

NA

I have reviewed and understand the above job description and believe it to be accurate and complete and that I can successfully fulfill each duty or task. I also agree that Management has the right to change this job description at any time.

Employee Signature

Date

Manager Signature

Date

This position description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all duties that may be performed by an employee so classified. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position. This document is not intended to be a contract between the employee and employer.