

Job Description

Job Title: Property & Sales Manager

Department: Self Storage Facilities

FLSA Status: Non-exempt

Position Description Summary: Oversee and execute all general day-to-day customer and facility operations, train current and future staff on expected high level of sales and customer service, maintain all required tenant documentation, assist in preparing units for auction, vacate as prescribed by law and approved by management, supervise work of designated personnel. Superior phone skills, and experience with customer service preferred. Self-storage or retail experience required, collections or accounts receivable 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.

- Close on daily sales of unit leases
- Keep facility rented at optimum levels, by effectively utilizing advertising, promotional and customer relation skills.
- Oversee and execute all general day to day customer and facility operations at the facility.
- Provide outstanding Customer Service, including assessing and resolving customer problems, professionally handling telephone and walk-in inquiries.
- Train current and future staff on our expected high level of sales and customer service.
- Keep facility rented at optimum levels, by effectively utilizing advertising, promotional and customer relation skills.
- 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.

- Learn auction/lien laws and prepare and process units for auction, as needed, vacate as prescribed by law and approved by management.
- Supervise the work of other designated personnel, and vendors associated with the property.
- Market to local businesses, make recommendations of local marketing initiatives.
- Provide price comparison with competition.
- Other duties as assigned.

Education/Experience/Licenses/Certificates:

- Superior phone skills, experience with customer service over the phone preferred.
- Proficient in Microsoft Office Suite
- Capable of learning new software
- Strong internet research skills
- Self-Storage OR retail experience required
- 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
- Available to work weekends/flexible hours as needed
- Ability to communicate effectively both written and orally
- Strong sense of customer service, both on the phone and in person
- Possesses a positive work attitude
- Energetic and self-motivated
- Highly organized with great attention to detail
- A team player with leadership skills

Equipment, Machinery, Tools and Vehicles Used:

Office equipment, including computer, fax machine, company van, 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:

Exposure to extreme heat/cold when occasional field time is required. Must be able to work in conditions that may be dirty and/or dusty, long hours, and traveling.

Reporting Relationships:

A person in this position will work under the Self Storage District Manager.

Employees that report to this position:

