

## AREA MANAGER JOB DESCRIPTION

Area Managers are entrusted with the responsibility of optimizing facility performance. This task is demanding and multifaceted: it requires managers to oversee day-to-day operations of facilities, encourage high occupancy and mitigate delinquency, handle the collection of all rent and revenues, monitor maintenance of facilities, troubleshoot issues as they arise, keep accurate and comprehensive records of all business transactions, and build a culture of exceptional customer service with tenants. In sum, the manager is the steward of the facilities: s/he is entrusted with care, responsible for its performance, and serves as the primary point of contact with customers.

### Required Skills & Characteristics:

- Strong communication and interpersonal skills; professional telephone etiquette
- Significant customer service experience
- Must be a problem solver, able to work independently without constant supervision, manage time effectively, be motivated
- Detail-oriented, organized, timely
- Ability to communicate clearly in writing
- Typing competency (at least 30 words per minute)
- Computer experience and competency (knowledge of Gmail, Google Drive, Google Doc, Google Sheets, and Google Slides)
- Ability to operate general office equipment (computer, multi-use printer, iPhone, iPad, etc.)
- Cash handling experience/ability to count change accurately
- Strong sales skills and willingness to network and/or implement marketing programs to promote the facility/company
- Must be able to supervise coworkers
- Must be physically able to show units and walk the facility
  - Must be able to physically lift & carry 50lbs
- Must possess a valid driver's license and clean driving record

Additional responsibilities include, but are not limited to, the following:

1. Complete rental agreements using management software
  - a. Complete all required paperwork accurately on each tenant
  - b. Obtain proper ID and placing copies in the tenant files
  - c. Have customers sign rental agreements in proper areas
2. Show units to potential customers (includes lifting doors and being knowledgeable about facility layout)
3. Be intimately familiar with all of the company's benefits and features, and be able to communicate the value of those benefits and features to customers
4. Collect rental income and fees
  - a. Use appropriate discretion when waiving fees and charges

5. Pursue all delinquent accounts and manage delinquent tenants
  - a. Ensure to deactivate gate access for delinquent tenants
  - b. Send out all required past due notices
  - c. Make past due phone calls in a timely manner
  - d. Send out all preliminary lien letters and make phone calls as necessary
  - e. Prepare lien notices in strict accordance with statute
  - f. Prepare lien ad in newspaper in a timely manner
  - g. Make acceptable payment plans with delinquent customers in accordance with company policies
6. Prepare and mail monthly invoices
7. Answer the telephone in a courteous and professional manner with a focus on sales and providing excellent customer service
8. Responsible for maintaining the facilities and making certain that its equipment is in good working order
9. Maintain and complete daily checklist
10. Complete a walk through and lock check of facilities
11. Prepare daily deposit and reports, ensuring they reconcile exactly with computer cash journal
12. Prepare and complete weekly and monthly reports accurately
13. Responsible for all money on the property (cash drawer; petty cash; rental income; POS sales; revenue from all sources generated on the property belongs to the owners; managers are being paid to protect it; failure to balance or account for shortages is cause for dismissal)
14. Manage out-sourced contractors. Approve job for completion before payments are made
15. Handle customer complaints and issues in a professional and courteous manner
16. Maintain proper inventory of boxes and other ancillary items; and notify supervisor when more supplies are needed
17. Enter complete and accurate information into computer
  - a. Enter all inquiries and reservations in the management software in a timely manner
  - b. New customer information, addresses, and phone numbers
  - c. Detailed notes when interacting with customers (either by phone or in person); detailed notes should be entered into computer each and every time you speak with a customer
  - d. Marketing information
18. Generate comprehensive and detailed incident reports (break-ins, injuries, etc.) in a timely way
19. Maintain clean and operable golf cart
20. Establish a good working relationship with competitors
21. Maintain cleanliness of office and office equipment by performing the following tasks regularly:
  - a. Dust counters, office equipment
  - b. Sweep/mop/vacuum floors
  - c. Keep windows and doors clean and free of fingerprints
  - d. Clean and sanitize facility restrooms
  - e. Empty trash cans daily
22. Maintain cleanliness of facilities
  - a. Pick up trash and cigarette butts on the property
  - b. Sweep up dirt piles
  - c. Remove cobwebs from buildings and outside of unit doors

- d. Empty trash cans
- 23. Maintain cleanliness of vacant units
  - a. Sweep floors and backs of doors
  - b. Sweep cobwebs from walls, corners, outside of door
  - c. Spray with insecticide
  - d. Place mouse pack in unit
  - e. Check for maintenance issues such as door seals, latch or rope replacement, ceiling patch or repairs, or electricity in units
  - f. Ensure maintenance cards are accurate and up to date
- 24. Keep all filing up to date
- 25. Have all records ready for periodic facility audits
- 26. Responsible for open communication with and oversight of maintenance staff and ensuring that all required maintenance is performed well and in a timely manner.

Other important job details:

- Managers must be able to work any of the 7 days of the week. Hours vary depending on management location and are subject to change, but hours of operation are 9am-6pm Monday through Friday, 9am-5pm Saturday and 9am-4pm Sunday (depending upon on the location).
- Managers do not leave for lunch; managers are paid to work through lunch.
- There are microwaves and refrigerators at all management offices.
- Health insurance is available after 90 days of employment. 50% paid by company after 90 days of employment. After one year of employment, company pays 75% and employee pays 25%.
- A full time employee works 32-40 hours per week.
- A 401K retirement plan with company match (up to 4%) is available at time of hire.
- Dress code: company provides shirts to be worn with khaki shorts, capris (women) or pants and closed toe shoes. If shirt is tucked in, then a belt must be worn.
- No personal cell phone use is allowed during working hours.
- Family and friends are not permitted to “hang out” with you at the office.
- Attendance at Bi-monthly team meeting is mandatory.
- Neighborhood Storage is a non-smoking environment.
- Neighborhood Storage is a drug-free workplace.
- Managers must have reliable transportation.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_