

Self-Storage Property Manager

Job Summary:

Ensure efficient operation of one or more self-storage facilities. Duties include maximizing sales & occupancy, controlling delinquencies, performing required custodial and minor maintenance functions and other duties as assigned.

Duties and Responsibilities:

Perform daily functions of running the self-storage facility in accordance with company standards:

- Promote rentals of storage units and U-Haul equipment by competently handling telephone and in-person inquiries and providing information to customers.
- Effectively utilize computer system to log all transactions and tenant data / correspondence.
- Collect funds by phone and in person and post payments.
- Complete daily walk thru inspections, checking locks and cleaning units as needed.
- Conduct limited retail sales following proper cash management procedures.
- Resolve any customer issues effectively and in a timely manner.
- Open and close the office daily.
- Contact tenants for issues such as past due accounts, auction notification, concerns with units, etc.
- Physically attach and remove U-Haul trailers to/from customer vehicles.
- Monitor the physical condition of the facility and report maintenance requirements.
- Keep office and restroom clean and organized.
- Maintain exterior areas and grounds attractive and free of debris.

Skills and Competencies:

- Skill in interacting with the public and providing excellent customer service.
- Polite and respectful, listening to customers' concerns.
- Able to learn and consistently apply company policies and procedures.
- Communicate effectively, including handling telephone calls efficiently and relaying messages accurately.
- Understand the features and benefits of the facility and affiliated products and be able to leverage for increased sales.
- Confidence to work with minimum direct supervision.

Qualifications and Requirements:

- Professional presentation and appearance.
- Able to perform light maintenance and clean-up tasks.
- Familiarity with computer software programs.
- Frequent lifting up to 25 pounds, bending, reaching above shoulder level, pulling, typing, prolonged standing or sitting.
- High school diploma or equivalent.
- Valid driver's license.
- Successful background check.