

Watson & Taylor SELF STORAGE

Job Description for Self Storage Property Assistant Manager

1.0 JOB DESCRIPTION SUMMARY

- 1.1 The basic function of the Self Storage Property Assistant Manager of Watson & Taylor SELF STORAGE is carry out the management responsibilities of the day-to-day operations of the property assigned to them. This position requires close supervision and training to evaluate the employee for a permanent Property Manager assignment.

2.0 REPORTING RELATIONSHIPS

- 2.1 The Self Storage Property Assistant Manager reports directly to and is fully accountable to the Property Manager (or in their absence, to a local Area Property Manager).
- 2.2 The Self Storage Property Assistant Manager will also interact directly with and under the authority of the following positions in the Corporate Office:
 - 2.2.1 Director of Operations
 - 2.2.2 Regional Manager
 - 2.2.3 Controller
 - 2.2.4 Human Resource Manager

3.0 ESSENTIAL FUNCTIONS

- 3.1 Ensure Gross Revenues are consistent with the goals and objectives set forth by the Company;
- 3.2 Keeps the office open and staffed during designated business hours;
- 3.3 Provides excellent phone sales and service commitment to prospective and current customers;
- 3.4 Maintain friendly, courteous relations with all customers, potential customers, vendors, and corporate staff associated with the property;
- 3.5 Implement the administration, bookkeeping and other financial controls outlined in the company's procedure manual and the operational database system;
- 3.6 Provide careful observation of the property to ensure, as reasonably possible, the protection of the customer's possessions, the buildings, and the company's property;
- 3.7 Maintain the cleanliness and good repair of all buildings and equipment;
- 3.8 Supervise the work of relief managers, other designated personnel, and vendors associated with the property;
- 3.9 Operate the property in a manner to contain costs of operation in order to maximize income;
- 3.10 Make daily bank deposits, purchase supplies as needed, and coordinate pickup or delivery of items needed for property operations;

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- 3.11 Carry out all duties diligently as directed by the company's procedure manual and corporate office personnel directives;
- 3.12 Uphold and adhere to all directives as provided by the company's policy manual.
- 3.13 Demonstrates mastery of the essential elements of property management as determined by the company.

4.0 REQUIREMENTS

- 4.1 Requires one (1) year of achievement from an accredited college or university or business school, and a minimum of one (1) year experience in sales or customer service with at least three (3) months of management capacity; or
- 4.2 Requires high school graduation, and a minimum of two (2) years experience in sales or customer service with at least six (6) months of management capacity;
- 4.3 Requires one (1) – three (3) years in sales or customer service or property management fields with at least six (6) months of management capacity. Experience in service industries, transportation, or real estate is considered a plus.
- 4.4 Personal skills must include a successful track record that reflects consistent improvement and completion and obtainment of assigned goals. This position requires knowledge of company policies and procedures, organization, and general business practices. This person must be able to coordinate multiple tasks and prioritize well.
- 4.5 The person must have a reliable vehicle with proper registration and insurance, and be capable of light daily travel. Occasional commercial airline travel may be required.
- 4.6 Must be able to perform physical tasks, including lifting objects weighing at least 40 pounds, climbing ladders, and demonstrating agility in the performance of light maintenance tasks;
- 4.7 Must be an outgoing individual who is comfortable speaking to people over the phone and in person. The person must be able to invoke enthusiasm and trustworthiness through voice and action.
- 4.8 Must have the skills, knowledge, and ability to keep all lines of communication open with customers, the corporate office, and the community at large, even in difficult circumstances.

5.0 WORKING CONDITIONS

- 5.1 Primary duties will be performed in a nonsmoking environment with a controlled temperature. In addition, some time will be spent each day on the property, including light cleaning, removal of trash and items left behind by tenants, and basic maintenance of buildings and grounds;
- 5.2 The person must be able to perform normal duties such as twisting, reaching, bending, and hand movements; and must possess the senses of sight, hearing, and have excellent oral and written communication skills in English. Must possess excellent grammar skills and a good understanding of business writing formats;

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- 5.3 The normal workday for the Self Storage Property Manager at the property office will be from 9:00 AM - 6:00 PM, Monday – Friday, and 9:00 AM – 5:00 PM, on Saturday. This is a key management position and the individual may be required to attend scheduled management meetings before or after normal working hours.

6.0 STANDARDS OF PERFORMANCE

- 6.1 Actual Contracted Rental Income achievement is within the objective of the company's goals;
- 6.2 Office, front gate, and grounds are opened and closed on time and adequately staffed during designated business hours;
- 6.3 Sales call inquiries are documented in daily in the operating system. Sales calls and leads have been properly acted upon, followed up, and documented in the operating system. Incoming telephone calls received until 4:00 PM are to be returned in the same business day;
- 6.4 New customers are entered in the operating system in the manner prescribed by the procedure manual and a signed copy of a properly executed TMSA lease agreement is placed in the customer's file;
- 6.5 Daily bookkeeping in the operating system is closed properly each day, backed up to disk on site, and emailed daily to corporate office in the manner prescribed by the procedure manual;
- 6.6 Delinquency rate of accounts receivables is not greater than 10% of actual income;
- 6.7 Daily site inspections are conducted and documented twice daily or as specified in the procedure manual;
- 6.8 Pickup of trash and debris is completed at least once daily;
- 6.9 Consistent maintenance of minor issues on property, and prompt notification to the Corporate Office of significant repair or maintenance issues;
- 6.10 Demonstrates good planning, organization, and reporting of a monthly staffing schedule for relief managers and designated personnel;
- 6.11 Operates the property with a goal of containing costs of operation;
- 6.12 Makes daily bank deposit, purchase supplies as needed, and coordinate pickup and delivery operations with vendors;
- 6.13 Uses good judgment in exercising the essential elements of the position in a professional manner while communicating actions to supervisory management.

Job Description Approval

Watson & Taylor SELF STORAGE

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POSITION: **Self Storage Property Assistant Manager**

DATED: _____

I have **reviewed** and **understand** the above Job Description; believe it to be **accurate** and **complete**; and I can **successfully fulfill** each duty or task. I also agree that management retains the right to modify or amend this job description at any time.

The job description is effective until revised and properly approved.

Self Storage Property Assistant Manager _____ Date

Supervisor _____ Date

Human Resource Manager _____ Date

Proprietary to Watson & Taylor