



A FAMILY STORAGE



COMPANY NAME: A Family Storage

JOB TITLE: Relief Manager

JOB DESCRIPTION:

As a Relief Manager, you will be responsible for the daily operations of your assigned self-storage facility each day. This is a great position for an independent and self-motivated individual who is highly productive when unsupervised. You will represent our company and the facilities we manage with a positive attitude, willingness to help tenants and customers and eagerness to learn and do your best every day while presenting yourself in a professional manner at all times. All duties as outlined in this job description will be performed under the supervision of the Area Manager and Operations Manager to ensure application of the best industry practices and portfolio performance. This position is full time and hours will vary each week.

JOB SUMMARY

The following are brief descriptions of job responsibilities you will be required to perform. Each procedure and policy will be explained in more detail as you go through the interview process.

Upon employment with the company, thorough on-site training will be provided by an experienced Property manager and/or the area manager.

- Implement, follow and enforce any procedures set forth in the Operations, Policy and Procedure Manual on file in the office and in accordance with company standards.
- Promote rentals of storage units 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.
- 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.

SALARY: \$13.50 Hourly – Review after 90 days

2797 E Ajo Way, Tucson, AZ 85713

BusinessServices@pima.gov

Equal Opportunity Employment/Program:

Auxiliary aids and services are available upon request to individuals with disabilities

APPLICATION QUALIFICATIONS:

SKILLS

- 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

Successful candidates can come from a variety of customer service oriented, sales environments including but not limited to retail, restaurant and call center arenas.

- Customer Service and/or Sales experience
- Flexible Schedule
- 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.
- Reliable transportation.

Benefits Offered

Equal Opportunity Employer

Safety Sensitive Position

HOW TO APPLY: <https://afamilystorage.com/careers/> or Email: AreaManager@AFamilyStorage.com

Date: 12/14/2022

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