

Watson & Taylor SELF STORAGE
Job Summary
Self-Storage Property Relief Manager

Job Title: Self Storage Property Relief Manager

Job Function: The basic function of the Self-Storage Property Relief Manager is to carry the management responsibilities of the day-to-day operations of the assigned property in the absence of or in support of the Property Manager.

Reporting Relationship: The Property Relief Manager reports directly to and is fully accountable to the Property Manager. The Property Relief Manager may also interact directly with the Area Property Manager and under the authority of the Corporate Office, including the Regional Manager, Director of Operations, Controller, and Human Resource Manager.

Specific Duties:

1. Keep the office, front gate, and grounds open and staffed during designated business hours;
2. Provide excellent phone sales and service commitment to prospective and current customers;
3. Maintain friendly, courteous relations with all customers, potential customers, vendors, and corporate staff associated with the property;
4. Enter new customers in the operating system in the manner prescribed by the procedure manual and a signed copy of the appropriate properly executed TMSA lease agreement is placed in the customer's file;
5. Daily business entered into the operating system is closed properly each day, backed up to disk on site, and emailed daily to the corporate office in the manner prescribed by the procedure manual;
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;
7. Daily attention to overall property cleanliness, including office housekeeping, vacant unit readiness, and pickup of trash and debris on property;
8. Conduct site inspections twice daily, and same day execution of an Incident Report for break-ins, accidents, maintenance requests, or other issues reported to Property Manager or Corporate Office;
9. Supervise the work of other designated personnel and vendors associated with the property;
10. Operate the property in a manner to contain costs of operation in order to maximize income;
11. Make daily bank deposits, purchase supplies as directed by the Property Manager, and coordinate pickup or delivery of items needed for property operations;
12. Carry out all duties diligently as directed by the Property Manager, the company's procedure manual and corporate office personnel directives;
13. Uphold and adhere to all directives as provided by the company's policy manual;
14. Use good judgment in exercising the essential elements of the position in a professional, business-like manner.

Work Conditions: Duties will be performed in a nonsmoking environment with a controlled temperature although some time each day is required to be spent on property. The normal workday for the Self-Storage Property will be from 9:00 AM – 6:00 PM, Monday – Friday, and 9:00 AM – 5:00 PM, Saturday. Duties may include responding to or managing extraordinary or extenuating circumstances outside of normal business hours.

Physical Requirements: Must be in good physical condition to perform physical tasks, including lifting objects weighing at least 40 pounds, light cleaning, removal of trash and items left behind by tenants, and basic maintenance of buildings and grounds. Must have a reliable vehicle with proper registration and liability insurance, and be capable of light daily travel. Must have good grammar and speaking skills in English, and must possess the senses of sight, smell, and hearing.

Personal Attitude Required: Requires a positive disposition and a commitment to serve tenants, potential tenants, repair persons, vendors, corporate personnel, and all others with utmost courtesy and consideration at all times.

Supervisor

Date

Employee

Date