



Job Description

Job Title:	Facility Manager		
Location:	Corporate Office	Status:	Non-Exempt
Reports To:	Group Manager	Position Type:	Full-Time / Part-Time
Worker's Comp Code:	8290	Hours/Days:	40 hrs. / Varies

Job Summary/Purpose:

Derrel's Mini Storage, Inc. is looking for qualified **Facility Manager Team(s) of two people**. We have Full-Time (FT) & Part-Time (PT) positions available. Full-Time typically works five consecutive days per week when placed at a storage facility. Part-Time typically works two consecutive days per week when placed at a storage facility. The opportunity to work additional days is available as needed. Prior to being placed at a storage facility, both the FT & PT teams will float to work at various facilities.

Under general supervision, the Facility Managers are responsible for overseeing all aspects of the day-to-day operations of one or more of our self-storage facilities. Operational hours are 7 am to 7 pm with each team member working eight hours per day. Facility Managers are expected to operate and maintain the facility with the utmost care and quality.

Core Job Duties and Responsibilities:

- General office and clerical skills including telephone sales, record keeping, computer bookkeeping, rentals, vacates, transfers, and other customer service needs
- Effectively utilize computer system to log all transactions from customers and bank deposits
- General maintenance and upkeep of the physical appearance of the property exterior areas and grounds including sweeping, weed control, painting, cleaning, minor door and/or building repairs, trash removal, replacement of accessible light bulbs and property free of debris
- Cleaning and general upkeep of the property residence, office, and restrooms
- Complete daily walk thru inspection, check locks and cleaning units as needed
- Resolve any customer issues effectively and in a timely manner
- Open and close the office daily
- Understanding and compliance with all operational policies and procedures as outlined in the Employee Handbook and Property Operations Manuals
- Merchandise sales, inventory, and supply requisitions
- Upkeep and care of company equipment as necessary

May also include:

- Assistance with delinquent tenant process including customer mailings, over-locking units, cutting locks, inventories, and sales
- Conducting business before or after established hours in order to accommodate unique customer needs
- Travel to any of the 67 facilities to assist with coverage needs

Qualifications and Education Requirements:

MANDATORY REQUIREMENTS

Education:	HS/GED	Professional Certification or License:	Valid Driver's License (CDL C)	
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Preferred Specialized Knowledge:	<ul style="list-style-type: none"> • Hummingbird Software
Skills/Abilities:	<ul style="list-style-type: none"> • Skills interacting with the public and providing excellent customer service skills • Strong interpersonal and communication skills - both written and verbal • Experience working with the public, including being polite and respectful and handling customers' concerns • Experience applying common sense, good judgment and offering solutions when dealing with problems • Computing skills including word processing, email, scanning, picture upload, and proficiency with Windows-based personal computer applications. • Able to read and interpret instructions, documents such as rental agreements, safety rules, operating and maintenance instructions and policy manuals • Basic mathematical skills including the ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals • Organize, efficient, and professional at all times • Full-time Manager requires working Friday through Sunday (As part of the 5-day schedule) • Relief Manager requires working up to 2-3 days a week on any weekday assigned • Professional presentation and appearance • Ability to perform light maintenance and clean-up tasks • Ability to frequently lift up to 25 pounds, bending, reaching above shoulder level, pulling, typing, prolonged standing or sitting • Ability to successfully pass a background check • Fluency to read, write and speak English
Characteristics:	Adaptability, Accountability, Trustworthiness, Commitment
Preferred Skills:	<ul style="list-style-type: none"> • One (1) year of experience working with computers and programs • Two (2) years of customer service or sales experience • One (1) year of experience working in self-storage

Financial Responsibility and Authority:

1. Financial: Signature/purchasing authority/Credit Card purchase limit (if any)

As Assigned / Credit Card limit up to \$500.00

2. Supervisory: List by job title any positions to be supervised by the incumbent

N/A

ADA INFORMATION

Physical Job Description:

Sitting and/or standing for long period of time. Occasionally travel off-site to various properties within the organization. Valid driver's license required. During part of the workday the employee will be performing maintenance work including yard, fountain and cleaning stalls, etc.



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Typical Environmental Conditions:
Outside; Temperatures may vary between -- 40 to 115 degrees; Position responsibilities require little travel (up to 25%) during the work week.
Equipment Used:
Basic Office Equipment including keyboards, telephone, and other office equipment in the course of the workday, hand tools for lock cuts and maintenance, and Personal Protective Equipment (PPE)
Essential Physical Task/Requirements:
Bending, sitting, lifting, standing, kneeling, reaching
Interpersonal Interaction:
Has normal range of vision, hearing and speech

Analysis of Physical Demands

Key (Based on typical week)

- Never
- Rarely (Less than 1 hour per week)
- Occasional (1% - 33% of time)
- Frequent (34% - 66% of time)
- Constant (over 66% of time)

Activity		Activity	
Lifting/Carrying:	Frequency	Twisting/Turning:	Frequency
Under 10 lbs	Frequent (34% - 66% of time)	Reach over shoulder	Rarely (Less than 1 hour per week)
11-20 lbs	Occasional (1% - 33% of time)	Reach over head	Occasional (1% - 33% of time)
21-50 lbs	Rarely (Less than 1 hour per week)	Reach outward	Occasional (1% - 33% of time)
51-100 lbs	Rarely (Less than 1 hour per week)	Climb	Rarely (Less than 1 hour per week)
Over 100 lbs	Never	Crawl	Rarely (Less than 1 hour per week)
		Kneel	Occasional (1% - 33% of time)
		Squat	Occasional (1% - 33% of time)
Pushing/Pulling:		Sit	Constant (over 66% of time)
Under 10 lbs	Frequent (34% - 66% of time)	Walk – normal surfaces	Frequent (34% - 66% of time)
11-20 lbs	Occasional (1% - 33% of time)	Walk – uneven surfaces	Occasional (1% - 33% of time)
21-50 lbs	Rarely (Less than 1 hour per week)	Walk – Slippery Surfaces	Occasional (1% - 33% of time)
51-100 lbs	Rarely (Less than 1 hour per week)	Stand	Frequent (34% - 66% of time)
Over 100 lbs	Rarely (Less than 1 hour per week)	Bend	Occasional (1% - 33% of time)



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Other:		Driving:	
Keyboard/Ten Key	Constant (over 66% of time)	Automatic transmission	Frequent (34% - 66% of time)
Fingering (Fine dexterity)	Constant (over 66% of time)	Manuel transmission	Rarely (Less than 1 hour per week)
Handling (grasping, holding)	Frequent (34% - 66% of time)		
Repetitive Motion - Hands	Frequent (34% - 66% of time)		
Repetitive Motion - Feet	Frequent (34% - 66% of time)		