MANAGER JOB DESCRIPTION

A Manager is to help produce the highest possible income for a facility by keeping occupancy high, motivating tenants to retain their rental units, and consistent rent collections.

Since managers have been entrusted with the control of a facility, they are responsible for its performance. The managers are responsible for the day-to-day operation of the facility, marketing, collection of all revenues, and maintenance of the property.

Basic Skills Needed: Typing, computer experience and competency, skill at operating general office equipment (copier, fax, postage machine, calculator), telephone etiquette, good people skills, cash handling experience, able to count change accurately, able to write correspondence, detail oriented and very organized, able to create flyers and other promotional pieces, natural sales skills and willingness to network and/or implement marketing programs to promote the facility; customer service experience and people skills, must be a problem solver, and able to work on your own without constant supervision. Must be able to supervise relief or other part time workers, and be able to interview same and check references. Must be physically able to show units, possess a clean driving record, be bondable, and able to perform the following duties (in addition to basic knowledge and competency of outside functions):

ADDITIONAL RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

1. Completing leases on a prepared lease form.
   a. Filling out all required paperwork correctly on each tenant
   b. Obtain proper ID and placing copies of same in the tenant's file
   c. Have customer sign lease in proper areas
2. Showing units to potential customers (includes lifting doors and being knowledgeable of the facility layout)
3. Collect rental income
4. Pursue all delinquent accounts.
5. Managing delinquent tenants
   a. Ensure the gate has denied each delinquent tenant’s access
   b. Send out all required past due notices
   c. Past due phone calls
   d. Preliminary lien letters and phone calls
   e. Lien notices
   f. Publish lien ad in newspaper in timely manner
   g. Capable of making acceptable payment plans with delinquent customers
6. Preparation and mailing of monthly invoices.
7. Answer the telephone in a courteous and professional manner with a constant focus on sales.
8. Knowledge of the facility’s features and what benefit those features are to customers.
9. Responsible for maintaining the facility and it’s equipment in good working order.
10. Maintaining daily call log.
11. Completing a daily walk thru and lock check of facility.
12. Preparation of daily deposit and reports, ensuring they reconcile with computer cash journal.
13. Preparation of weekly and monthly reports.
14. Preparation of marketing plan for facility and executing the marketing for the facility.
15. Responsible for all money on the property:
   a. Cash drawer
   b. Petty cash
   c. Rental income
   d. POS sales
   e. Remember, revenue from whatever source generated on the property belongs to the owners; managers are being paid to protect it. Failure to balance or account for shortages is cause for dismissal.
17. Properly handling customer complaints/issues.
18. Maintaining proper inventory of boxes and other ancillary items; submitting an order when more supplies are needed.
19. Properly entering accurate and complete information into computer:
   a. New customer information and phone numbers
   b. Entering detailed notes when interacting with customers (either by phone or in person) Detailed notes should be entered into computer each and every time you speak with a customer.
   c. Marketing information
20. Maintain proper incident reports (break ins, injuries, etc)
22. Establishing a good, working relationship with competitors.
23. Maintain cleanliness of office and office equipment
   a. Dusting office equipment
   b. Sweep/mop/vacuum floors
   c. Keeping windows and doors clean and free of fingerprints
   d. Cleaning and sanitizing restrooms
   e. Empty trash cans.
24. Maintain cleanliness of facility
   a. Picking up trash and cigarette butts on the property
   b. Sweeping up dirt piles
   c. Removing cobwebs from buildings and outside of unit doors
   d. Empty trash cans
25. Maintain cleanliness of vacant units
   a. Sweep floor
   b. Sweep back of door
   c. Sweep cobwebs from walls and corners and outside of door
   d. Spray with insecticide
   e. Place mouse pack in unit
26. Keep all filing up-to-date
27. Have all records ready for periodical facility audits
28. Submit petty cash and postage reimbursements in a timely manner.
29. Manager is responsible for over-seeing the maintenance person and making sure all maintenance is performed in a timely manner.

Other Details about the Job:

- Manager's work four 8 hour days per week. (9:30 a.m. – 5:30 p.m.)
- Required to work every Saturday (9:00 a.m. – 3:00 p.m.)
- Do not leave for lunch – you are paid through lunch.
- There are microwaves and refrigerators at all stores.
- Medical insurance available after 90 days. 50% paid by company after 90 days. After one year, company pays 75% and employee pays 25%. (full time employees only)
- Full time employee is 32-40 hours per week.
- Retirement plan available after 90 days.
- Dress Code: Company provides shirts to be worn with khaki or black pants or jeans.
- No personal cell phones allowed during working hours.
- Family and friends are not permitted to “hang out” with you at the office.
- Attendance at monthly meeting mandatory.
- Non-smoking environment.
- Drug free workplace.
- Must have reliable transportation.
- All applications should be e-mailed to reception@ipsocala.com or faxed to 1 888 311-7921.
- Information updates on the hiring process will be posted at 1 800 456-0698 x 713.

Employee Signature: ____________________________ Date: __________________