



## UnitedSTORAGEGroup *Store With US!*

**Are you an experienced self-storage manager looking for a place to contribute your knowledge and know-how in the industry? Come Grow with Us!**

United Properties Group is a fully integrated self-storage property management and development company. We offer professional services to owners and investors in the self-storage industry including budget, design, and construction oversight. We provide complete asset management of operations, providing marketing, hiring and training, human resources, financial accounting and reporting, and technology advice. The company also has extensive experience in successful lease-up, re-imaging and expansion of self-storage properties. We offer turnkey self-storage property and asset management services, a company with over 25 years industry experience.

Posted 11/11/2016 Live in the Waco, Texas area

A successful Area Manager has experience in driving sales, providing world-class customer service and developing an outstanding team. If you are a proven, successful leader with a history of exceeding expectations and are looking for an opportunity to grow your career, then our Area Manager position is for you!

### **RESPONSIBILITIES**

- Management of rental rates, discounts, Customer Protection Plan and other income sources. Watch controllable expenses to provide the highest R.O.I. for each store.
- Manage a P&L to include payroll, repair and maintenance and expense budgets.
- Conduct regular property audits, ensuring properties are safe and meet all company operational standards.
- Utilizes management information tools and analyzes financial reports and address trends and issues in area performance.
- Training property managers to successfully use and operate Site Link.
- Manage delinquent tenant process, including coaching teams to reduce delinquency rates and improve customer retention.

- Performs quarterly audits and facility checklists, submits findings to corporate office and ensures follow up on any necessary action.
- Communicate effectively with employees, colleagues and customers.
- Recruit, hire, coach and retain an engaged team of high-performing property managers through ongoing coaching and leading by example.
- Ensure that team members demonstrate sales-focused and customer-centric behaviors when interacting with our customers.
- Provide a welcoming environment to customers through effective facility maintenance and labor and vendor management.
- Respond to customer inquiries in a timely manner and address their concerns quickly.
- Identify and celebrate operational successes, as well as develop and implement plans to address opportunities.

## **QUALIFICATIONS**

- Demonstrated leadership competency in building, developing and retaining high-performing teams of hourly, nonexempt employees.
- Passion for sales and customer service excellence.
- Ability to monitor and control payroll and expenses.
- Have expert knowledge of Site Link operations experience and able to train others on day one.
- Exceptional communication, organization and time management skills.
- Working knowledge of Microsoft Excel, Word, PowerPoint and Outlook.
- U-Haul experience preferred but not required.
- Must have a valid driver's license, pass a background and drug test.
- Bachelor's degree preferred or equivalent of 3-5 years work-related experience and/or training in retail sales, self-storage and/or real estate management.
- Exceptional leadership skills and experience supervising others.