

## **PART-TIME RELIEF MANAGER – SELF STORAGE**

**Job Title:** Relief Manager  
**Department:** Self Storage  
**Reports To:** Vice President of Operations  
**FLSA Status:** Non-Exempt  
**Location:** Elkton, MD

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**Summary:** Seeking a Part-Time Relief Manager for self-storage facilities in Elkton, MD. The Relief Manager will work 9 a.m. to 5 p.m. Wednesdays and Thursdays.

### **Essential Duties and Responsibilities Include:**

- Opening facility.
- Maintaining efficient and friendly communication with customers
- Maintaining a clean and professional office and facility
- Leasing self-storage space. This includes executing lease agreements and collecting initial rental fees.
- Manage rentals of U-Haul vehicles. This includes executing rental paperwork and collecting applicable fees.
- Keeping all files (computer and manual) organized and up to date.
- Assist customers with U-Haul trailer rentals.
- Answering phones and return applicable messages.
- Following up with customers regarding delinquent balances.
- Sweeping out U-Haul trucks and vacant self-storage units.
- Assisting customers with unit issues.
- Close facility, including financial reconciliation of petty cash and other monetary receipts from that day.
- Keeping store merchandise filled and organized.
- Conducting quarterly merchandise inventory counts.
- Understanding and complying with all lien processes ("The Lien Laws") regulated by the state in which the facility is located.
- Submitting weekly deposit reports to complete the Monthly Deposit Verification Report.
- Conducting daily lock checks of all rented self-storage units.
- Ensuring that all vacant units are vacated from the computer in a timely manner.
- Other duties as assigned.

### **Supervisory Responsibilities:**

- None

### **Education and/or Experience:**

- Customer Service experience required
- Previous Self Storage experience preferred

### **Computer Skills:**

- General computer skills required
- Proficiency in Microsoft Office a plus

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is primarily conducted in the self-storage office and outside on the self-storage property. In the office, sitting for long periods of time is essential. The noise level in the office environment is usually quiet, as the Manager will work primarily independently. Out on the self-storage property, work may be performed in cold, wet, dirty, hot, and uncomfortable conditions and weather, depending on the assignment. Daily lock checks are completed, and therefore one employee working at the property will walk the full length of the property on a daily basis, regardless of weather conditions. The Manager may be required to lift heavy equipment or climb to the second floor of a facility or into a U-Haul vehicle on an as needed basis.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This individual must possess a valid driver's license in order to assist with the processing of U-Haul rentals.

**Equal Employment Opportunity:**

It is the policy of this company to provide equal opportunity in employment and to all employees and applicants for employment. No person will be discriminated against in employment because of race, religion, color, sex, age, national origin, ancestry, disability, military status, marital status, or any other legally-protected class, trait, or characteristic.

If you are interested in applying for this position, please respond to this posting with your resume.