

PROPERTY MANAGER – JOB DESCRIPTION

Investment Real Estate Management, LLC (IREM) is part of the Investment Real Estate Group of Companies, who specializes in the brokerage, management, development and construction of self storage properties. We are a rapidly growing firm with our home office located in York, PA. IREM is consistently on the hunt for new facilities to add to our portfolio.

As a **Property Manager**, you will be responsible for the daily operations of an assigned self storage facility within the IREM's portfolio of properties. You will represent our company and the facilities we manage with a positive attitude, willingness to help tenants and customers and eagerness to learn and do your best every day while presenting yourself in a professional manner at all times.

Specific Duties

The following are brief descriptions of job responsibilities you will be required to perform. Each procedure and policy will be explained in more detail as you go through the interview process. Upon employment with the company, thorough on-site training will be provided by an experience property manager and/or the district manager.

Remember that you only get one chance to make a good first impression.

1. Implement, follow and enforce any procedures set forth in the Operations, Policy and Procedure Manual on file in the office and any other memo or instruction given to you by your District Manager.
2. Operate the facility at its highest and best potential.
 - a. Rent all available units to qualified customers
 - b. Ensure all units are clean prior to rental
 - c. Timely collection of rent, deposits, assessed fees and other fees
 - d. Selling retail merchandise such as locks, packing materials and boxes as well as other merchandise or services that may be available at your storage location
 - e. Make past due calls to delinquent accounts
 - f. Market the facility according to guidelines requested by the Director of Marketing, the home office or your District Manager
3. Visually inspect the facility daily, observe and respond promptly to any potential breach of security problems, such as unsecured locks, unsecured gates, fencing, units, any evidence of tampering with anything or suspicious activity by any person or persons on or around the facility. Be watchful and suspicious of unidentified substances, which could be drugs or toxic or flammable chemicals.
4. Perform a lock audit weekly. Note any repairs and/or maintenance concerns that may need addressed.
5. Be thoroughly familiar with emergency procedures dealing with fires, criminal activity, accidents, natural or "man-made" disasters, etc.

Specializing Solely In Self Storage.

6. Handle all customer inquiries or problems in a timely, courteous manner. Satisfied customers are our biggest asset.
7. At Supervisor's direction, assist in the inventory or the content of storage units and with all steps necessary to impose and collect delinquent rent owed, including proper retention of lien sale files in accordance with the Company policy.
8. Train and supervise your assistant manager and/or relief manager, which includes familiarizing him or her with all the policies and procedures needed to perform all the management duties and policies in your absence.
9. Prepare, in a timely and professional manner, such management, marketing, operational or other reports as required or as requested from time to time by your Supervisor, Director of Marketing or the Home Office.
10. Make daily bank deposits and deliveries to the Post Office. You will be instructed on night drop-off procedures.
11. Be responsible for accurate computer accounting records and petty cash funds.
12. Follow proper dress attire, good grooming and hygiene habits. Smoking by employees is prohibited in the office and in front of or around any customers.
13. The physical condition of the facility is your responsibility. Non-emergency requests should be submitted to the Home Office as part of the lock audit summary. Keep the premises in a neat and clean condition, the grounds free of debris and the landscaped areas free of weeds. Advise District Manager of any construction defects or subsequent maintenance items as soon as you are aware of them and supervise the work of subcontractors authorized by the Company on the facility.
14. Prepare, as requested, your marketing/sales plan for the facility (i.e., sales calls, apartment and/or business promotions, seasonal specials, etc.). Once adopted, you will be responsible for the implementation of the plan. Your District Manager will assist you in creating the plan.
15. Participate in training programs or seminars at management's request.
16. Perform any other managerial duties which may from time to time be requested by the Company.
17. We strongly encourage our managers to be actively involved in local professional associations, the Chamber of Commerce and/or community functions that promote your professional position at the property.
18. The property has a petty cash fund. You may use this fund to purchase supplies for the day-to-day operations of your facility. You are NOT authorized to sign contracts on behalf of your facility; as such, all contracts must be submitted to your supervisor for approval and signature.