

Storage Unit Worker (Part-Time)

Department

Lincoln Super Storage

Position Summary

Under general supervision, the Storage Unit Worker is responsible for the day-to day operation and efficiency of the facility by maximizing occupancy and performing custodial and maintenance functions to achieve a high standard of the facility.

Job Functions

Essential Functions

- Maximizes sales and occupancy by competently handling inquires and providing information to customers and potential customers
- Advises customers of correct storage unit size that will fit their needs
- Completes rental agreements and collects all required tenant documentation
- Processes customer payments
- Makes collection calls and sends letters for delinquent accounts
- Prepares units for auction and vacates as prescribed by law
- Cleans vacated units to ensure they are always customer-ready
- Upkeeps property and facility including grounds keeping and housekeeping
- Performs light repair and maintenance duties
- Monitors security system and acts quickly to resolve security
- Sells and stocks merchandise in office area

Non-essential Functions

- Other duties, as assigned

Knowledge, Skills, and Abilities

Knowledge

- Excellent computer literacy, specifically experience with Microsoft Office, including Word, Excel, and Outlook.

Skills

- Excellent communication skills both on the phone and in person
- Attention to detail and ability to follow written and verbal directions
- Excellent time management

Abilities

- Ability to quickly identify and solve problems
- Ability to work effectively with others as a team, as well as ability to work well independently
- Ability to perform maintenance work
- Ability to use various power and hand tools
- Ability to operate mechanical and landscaping equipment
- Ability to perform basic math, such as addition, subtraction, multiplication and division

- Ability to learn rapidly and apply specific rules and office policies/procedures
- Ability to operate various office equipment
- Ability to communicate tactfully and effectively, both verbally and in writing
- Ability to consistently exercise independent judgment while communicating with co-workers, clients, and outside entities; ability to take initiative in resolving issues to satisfy internal and external customers' needs and to stay compliant with UAIC policies & procedures.
- Ability to clear all necessary background checks

Qualifications

Minimum requirements

- High school diploma or equivalent
- 3 years of customer-facing experience
- 2 years of maintenance field or mechanical repair work

Preferred qualifications:

- Prior self-storage experience

Working Conditions

This position varies from principally sedentary in completing office phases of the duties assigned to performing physical work in the yard. The work in the yard requires physical activity and temperature extremes such as heat in excess of 100 degrees F. and cold below 20 degrees F. While performing the office duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. While performing duties in the yard the employee will need to withstand prolonged standing, bending, walking, kneeling and lifting and/or moving objects up to 50 pounds without restrictions. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus. The work area is exposed to noise and dust.

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