



PART-TIME RELIEF MANAGER TEAM

Hourly rate for each team member: \$16.00/hour to start
After three months: \$18.25/hour

Job Announcement

Since 1963, Derrel's Mini Storage has provided self-storage from Sacramento to Bakersfield and even on the Central Coast. Founded by Derrel J. Ridenour and his son Derrel A. Ridenour, Derrel's Mini Storage provides the largest storage facilities in the nation. Today, there are 60 locations, and we continue to grow! We value our customers and take great pride in our reputation as the premier self-storage company in the communities we serve. With beautifully landscaped grounds and clean facilities, it is a priority for us to be good neighbors. Our focus is on providing a quality product and excellent customer service, and we know our employees are the backbone of our company.

Position Summary:

Derrel's Mini Storage, Inc. is looking for a qualified **Relief Manager Team** of two people. This position typically works two consecutive days per week but may have the opportunity to work additional days as needed. Under general supervision, the Relief Managers are responsible for overseeing all aspects of the day-to-day operations of one of our self-storage facilities. Operational hours are 7 am to 7 pm with each team member working eight hours per day. Relief Managers are expected to operate and maintain the facility with the utmost care and quality.

Essential Duties and Responsibilities include, but are not limited to, the following:

- General office and clerical skills including telephone sales, record keeping, computer bookkeeping, rentals, vacates, transfers, and other customer service needs
- Collection of money from customers and bank deposits
- General maintenance and upkeep of the physical appearance of the property including sweeping, weed control, painting, cleaning, minor door and building repairs, trash removal, and replacement of accessible light bulbs
- Cleaning and general upkeep of the property residence, office, and restrooms
- Understanding and compliance with all operational policies and procedures as outlined in the Employee Handbook and Property Operations Manuals
- Merchandise sales, inventory, and supply requisitions
- Upkeep and care of company equipment as necessary

May also include:

- Assistance with delinquent tenant process including customer mailings, over-locking units, cutting locks, inventories, and sales.
- Conducting business before or after established hours to accommodate unique customer needs

Required Qualifications:

Both members of the Relief Manager Team must be able to perform each essential duty satisfactorily:

- Excellent customer service skills
- Strong interpersonal and communication skills- both written and verbal
- Aptitude with Windows-based personal computer applications

- Ability to read and interpret instructions, documents such as rental agreements, safety rules, operating and maintenance instructions and policy manuals
- Basic mathematical skills including the ability to add, subtract, multiply and divide into all units of measure, using whole numbers, common fractions, and decimals
- Ability to apply common sense, good judgment and offer solutions in dealing with problems
- Must be organized, efficient, and professional at all times
- Must be reliable, honest, and trustworthy

Preferred Qualifications:

- Previous experience with self-storage
- Bilingual

Application Procedures:

Applications will be reviewed on an ongoing basis until the position is filled. To apply, **teams of two** applications must be submitted to the attention of Recruiting and Training Coordinator at 3239 W. Ashlan Avenue, Fresno, CA 93722 or via email at jobs@derrels.com. Applications can be obtained at www.derrels.com or any of our 60 Derrel's Mini Storage locations. Incomplete applications or those not submitted as a team of two will not be considered.