

Fisherman's Quay LLC Employment Description and Expectations

November 2008

Position:	Resident Manager
Salary:	DOE & responsibilities assumed. An apartment is provided to ensure reliable and consistent safety and security for the facility as well as timely customer service.
Hours:	10 hours per week minimum average. On call as required
Reports to:	Kris Calvin, general manager
Skill Requirements and qualifications:	Bias toward cleanliness, organization and safe working practices. Adept and willing to regularly perform basic janitorial functions. Knowledge and skills with basic carpentry tools, maintenance and repair work. Phone and message proficiency. Reliable and conscientious. Communicative team player. Patient and friendly but tactful and persistent about policy enforcement. Self-motivated. Task-oriented. Demonstrated ability to work steadily, using time effectively. General and reasonable availability around facility during periods OTHER than FQ maintenance crew's regular work hours. (8-5, M-F)

Primary Expectations:

1. Facility cleanliness, safety and security
2. Storage unit and moorage leasing
3. Customer service/assistant to office manager
4. Maintenance assistance and support
5. Policy monitoring and enforcement

Responsibilities and Duties:

Safety and Security: (3.0 hrs/wk) Daily lockup/unlock, lights, and freeze protection routine. Ensure facility safety and security for employees, tenants and customers. Ensure high foot traffic areas around facility free of ice or algae slip hazards. Develop proficiency with sprinkler & fire alarm controls. Review safety concerns regularly w/ FQ team. Arrange for backup security as needed.

Customer Service and Communications: Establish and maintain at least one scheduled office session each week to supplement OM's regular office hours. Forklift and hoist operation as necessary. Compile data on tenant/other disputes; develop proposals w/ FQ team to resolve conflicts and ineffective procedures. Generate activity/time reports—email to FM & GM weekly.

Maintenance Assistance: Regular meetings with maintenance manager to cooperatively develop, modify and prioritize task/job/project To-Do list. Assist maintenance with hands-on

tasks as directed.

Sales and Tenant Records: Assume lead role in storage and moorage unit leasing functions such as effective advertising, receiving messages, providing rental information, showing units to prospects, processing applications, move-in/move-out procedures, eviction inventory and clearance sales. Assist OM in office organizational functions including files, phone messages, mail, forms and supplies. Monthly electric utility readings.

Office and valve room upkeep: As directed by OM, keep FQ office, valve room and kitchenette clean and professional in appearance. Ensure all office equipment is maintained and in working order.

Facility and Assesory property duties: Snow removal with shovel, snow blower and truck plow as needed throughout facility, including floats. Hose down Katlian St. concrete apron once per month in absence of maintenance support labor. Assistance with storage lot organization as needed.

Janitorial Backup: When maintenance labor is not available, twice-weekly bathroom stocking and sanitary wash-down. Keep facility free of garbage and debris.

Moorage and Parking: Ensure marina use policies are effective and operational. Coordinate with OM to develop and implement forms, signs, notices and posters as needed. Ensure parking policy and parking signs are sensible and effective in mitigating tenant concerns.

In addition:

- 1) The Fisherman's Quay is a smoke-free facility
- 2) The FQ General manager does not permit pets without ADVANCE approval.

Pets that require a yard or place to roam are discouraged from living at the FQ with the resident manager. However, exceptions may be arranged under certain conditions detailed in the employment policy handbook.