

## Public Storage - District Manager

Category	Key Performance Indicators	Rank	Weight
<b>TEAM DEVELOPMENT/ SALES</b>	Hire develop and retain top talent, by utilizing strong interpersonal skills and coaching managers utilizing PS processes to execute exceptional customer service, sales processes and operations at the highest levels - ultimately holding the team to high standards.	1	50%
<b>OPERATIONAL EXCELLENCE</b>	Execute company programs and initiatives to achieve key financial and operating targets. By analyzing the business to identify and implement solutions to be carried out by Property Managers.	2	20%
<b>COMMUNICATIONS</b>	Regularly communicate consistent positive message verbally and written with district team, peers and up with management by clearly setting operational/financial expectations and providing necessary support for property managers to achieve deliverables - and	3	10%
<b>STANDARDS</b>	Upholds company standards of customer sales and service processes and conducts regular property audits to ensure safety and operational standards are being met - that ultimately uphold property standards.	4	15%
<b>WE CARE</b>	Improving customer experience by managing issues and proactively seeking improvement to ensure high quality service with timely resolutions.	5	5%

### Ideal Characteristics

Behaviors (DISC) -

- D - Competitiveness
- C - Follow Up/Follow Through
- C - Following Policy

Motivators -

Traditional  
Utilitarian  
Theoretical

## DISC Interview Questions

1. **Competitiveness (D)**
  - How important is winning to you?
  - How do you define winning?
  - Give me an example of a situation where you felt you were going to lose.
  - How did it feel? How did you handle it?
2. **Follow Up and Follow Through (C)**
  - Are you able to focus even when there are distractions?
  - Do distractions ever prevent you from finishing what you start?
  - How do you handle distractions?
3. **Following Policy (C)**
  - Give me an example of a time when a client wanted an exception to a policy.
  - How did you respond and how did it make you feel?

## Motivator Interview Questions

1. **Traditional/Regulatory**
  - Have there been situations in your work experience when you were absolutely convinced that your rules or standards were superior to your employers?
  - If so, why were they better?
  - Were you able to convince your employees that yours were better?
2. **Utilitarian/Economic**
  - How important is earning a lot of money to you?
  - What do you consider to be a "lot of money"?
3. **Theoretical**
  - How comfortable are you in taking the time, energy and effort required to master a subject or topic you currently know very little about?
  - How about one in which you have very little interest?