

## **Store Manager (with Telesales) Job Description**

### **The Role**

Do you have what it takes? Are you bright, positive, enthusiastic and raring to go? Looking for the opportunity to prove people wrong and be part of a successful 'David vs Goliath' story? Then read on.

Attic Self Storage is looking for a bright, hardworking and dynamic individual who wishes to progress their career within the self storage sector. As a fast-growing business, we understand the desire to move forward and the right opportunities exist to reward the right people.

Self storage might not be what you think. Our stores are bright, clean, well lit and modern. It's a pleasant working environment, and you will have the opportunity to really make a difference to people's lives, at what is often a stressful juncture for them (moving house, for instance). Every day is different, and you meet all sorts of interesting people – come and talk to us to find out more!

We are looking for a Store Manager to support the in-store team and drive sales. You will be taking a key leadership role in running the store, responsible for driving sales and store performance, meeting targets and improving your KPIs as well as managing, motivating and mentoring / coaching your store team.

### **Key duties will include:**

- Coaching, inspiring & motivating the sales team
- Sales training, development & performance management
- Driving sales through improving store KPIs, occupancy and rate while minimising discounting
- Growing our presence in the local market (e.g. through attending business forums)
- Developing & maintaining customer relationships
- Disciplined use of our CRM & sales funnel strategy
- Monitoring calls for quality assurance
- Reporting to Senior Management on store KPIs & strategies for improving on these
- Working with the marketing team on developing local marketing initiatives
- Delivering high levels of customer satisfaction on net promoter and mystery shopping scores
- Overall running of the store including store administration, stock / store audits and general housekeeping duties

Our stores are staffed 7 days a week, including Saturdays (0930 – 1830) and Sundays (1000 – 1600) and you will need to be willing to work weekends on a 40hr week shift pattern with your team (as may be required).

### **Your Skill Set**

You will need to have existing and demonstrable experience at this level in consultative sales. Experience of telesales would be a significant advantage. Your skill set will include all of the following:

- Experience managing and coaching a sales team (not retail)
- Detail oriented
- Ability to prioritise & multi task
- Ability to cross over naturally from the telesales world to real world customer interactions & vice versa
- Excellent verbal & written communication skills
- Bright, positive and enthusiastic

The successful candidate will also live within 30 minutes of the store. Previous experience in consultative sales and / or telesales is essential.

### **Rewards**

In addition to a market-leading pay structure and the opportunity to grow with this fast growing business:

- Monthly store performance bonus
- Annual bonus

- Employee Share Ownership Plan
- 28 days holiday
- Additional day's holiday for your birthday
- Matching pension contributions
- Red letter days
- Team nights out
- 25% discount on packaging materials and room rental

### **About Attic**

Attic Self Storage is a multiple award-winning independent operator in the fast-growing self-storage sector. Focused exclusively on London, this Private Equity backed business is mandated to open 2-3 new stores in London every year as part of an ambitious growth plan over the next 5-7 years.

With a strong focus on quality and customer experience, this innovative business has won awards for customer service, innovation and charitable works. Join this dynamic and fast growing team and become part of its successful growth story.