

Assistant Store Manager 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 an Assistant Store Manager, to support the Store Manager and Senior Management with a wide range of tasks related to running the store. You will also be taking a leadership role in running the store during the Store Manager's absence, driving sales and store performance.

Key duties will include:

- Driving sales and store occupancy, while minimising discounting
- Supporting the Store Manager with a variety of duties related to the running of the store
- Assisting less experienced or more junior team members in achieving their objectives, especially sales
- Providing the highest levels of customer care, consistent with our award-winning service
- Getting involved with local marketing initiatives as well as local charities where appropriate
- General store administration, stock / store audits and assisting the Store Manager with reporting KPIs

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 week-ends on a shift pattern within your team.

Your Skill Set

You will need to have existing experience at this level in retail / sales or customer service / customer care. Telesales experience would be a major advantage. In addition, you will be:

- Self-motivated, self-starting and hard working
- Competent with MS Office
- Strong communication and interpersonal skills
- Bright, positive and enthusiastic
- Experienced at consultative sales and delivering first class customer service
- Literate and numerate (this will be tested)

The successful candidate will also live within 30 minutes of the store. Previous experience in telesales, consultative sales and / or customer service 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
- 28 days holiday initially, rising to 38 days depending on seniority and length of service
- Additional day's holiday for your birthday (at Store Manager's discretion)
- Matching pension contributions up to 5%
- Red letter days
- Team nights out
- 25% discount on packaging materials and room rental.