

Customer Service & Sales Advisor Job Description

The Role

Attic Self Storage is looking for a smart, hard-working, self-starting, motivated and gregarious individual who desires to be part of a fast growing, professional, award-winning team.

Working within a dedicated and hard working team, you will have the opportunity to work with intelligent, talented and driven people. Being part of a tight-knit team will mean you can have an immediate impact and be highly visible to Senior Management.

This represents a fantastic opportunity for the right individual to grow and develop within the business, progressing their career over the medium to long term. Self storage is a new, vibrant and fast growing market in the UK and you will be gaining skills in a unique industry.

You will have a key role in meeting client needs, delivering a high level of service, and responding to new enquiries in order to drive sales and overall store performance. In due course you would be expected to step up to a more senior role as we continue to expand.

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, possibly on a shift pattern, within your team.

Main Duties and Responsibilities

Your main duties and responsibilities will include, but not be limited to, the following:

- **Client Service:** Meet and greet both existing and new clients (in person and over the phone), put them at ease and understand their needs and wants. Establish a good working relationship with them and address their requirements. All client enquiries, emails and phone calls will be responded to in a timely manner. All communications will be carried out swiftly and professionally, and you will be given the opportunity to help maintain client accounts properly and in good order.
- **Sales:** once you have proven your client handling skills, you will be given the opportunity to assist in maximising occupancy and economic efficiency of the store, meeting sales targets, driving ancillary sales and merchandising, making contact with local businesses and domestic customers, ensuring all enquiries and contacts are properly recorded and helping to achieve a high enquiry conversion ratio. You will have ownership of your own clients, and will serve clients from initial contact / enquiry right through to move in, with full responsibility for maintaining good client service and relationships once on board. Your sales strategy will be entirely driven by good customer service first and foremost, which will be evidenced by the success of your sales
- **Store Maintenance:** conducting shared daily routines and checks to ensure the store is clean and secure with all facilities fully operational. Helping the team to ensure that store presentation exceeds customer expectations at all times through effective management of cleaning and maintenance staff. Noting any damage and taking immediate and appropriate action to rectify by both notifying and managing cleaning / maintenance / security staff as required.
- **General Administration:** general administrative duties including emailing, client correspondence, office administration, filing client records, accepting and dealing with deliveries, stock taking and store audits and generally doing your part to assist in the daily running of the store.
- **Other Duties:** as may be required on a day to day basis, and as set out in the employee handbook. These include following the daily procedures as laid out, completing daily checklists, observing security measures as well as relevant health & safety and fire regulations, and any other tasks and duties which your store manager or senior management may reasonably require you to undertake.

Skills and Abilities

We are hiring for attitude first and foremost. Your core skill set should include the following:

- Optimistic, positive, gregarious and outgoing personality; polite, well spoken, well presented and courteous
- Friendly, helpful and understanding, with an ability to put people at ease and evidence of both strong life skills and a level of maturity
- A desire to assist others and find out the ways in which we can help address their needs

- Strong interpersonal skills and a persuasive nature
- Effective communication skills, with good written English and strong numerical skills (will be tested)
- Competent MS Office user
- Organised, efficient and good time keeping are essential
- A self starter with the ability to work on your own initiative

Previous experience in consultative sales and / or customer service is essential. Previous self storage experience particularly welcome.

Training

We will support your training requirements and provide assistance wherever possible in helping you to determine the direction in which you wish to take your career. Both on the job and formal training will be provided as required, starting with our induction process the day you join.

Rewards

- Monthly store performance bonus
- Annual bonus
- 28 days holiday initially, rising to 38 days
- Additional day's holiday for your birthday (at Store Manager's discretion)
- Red letter days
- Team nights out
- 25% discount on packaging materials and room rental