

THE BIG YELLOW SELF STORAGE COMPANY

JOB DESCRIPTION

JOB TITLE:	Assistant Store Manager
DEPARTMENT:	Operations
REPORTING TO:	Store Manager
RESPONSIBLE FOR:	Sales Advisor
RELATIONSHIPS WITH:	Finance, People, Talent and Development, Customer Support Centre, Marketing, Facilities and other Stores
MAIN AIM:	To assist the Store Manager in taking a customer focused and commercial approach to the running of the store with the aim of maximising revenue and profitability.

RESPONSIBILITIES:

Sales

- To maximise sales at every opportunity through promoting the products and services available and ensuring consistency of performance throughout the team.
- To convert prospects into customers.
- To promote the sale of enhanced liability service to customers and ensure that sufficient cover is provided.
- To encourage the sale of merchandise and advise customers as to the most suitable items to meet their needs.

Customer Service

- To consistently exceed customer expectations and encourage and support others to improve standards of service within the store.
- To provide the highest standards of customer service, in person, via email or on the telephone.
- To understand customer needs and to provide advice.
- To support customer enquiry follow ups.
- To handle all customers in a calm and professional manner.
- To drive / operate Company vehicles as required and in accordance with Company Policy.

Marketing

- To demonstrate an awareness of competitor activity, actively supporting the promotion of the store and proposing suggestions and encouraging ideas from others.
- To assist the Store Manager with the maintenance and development of the store marketing database.
- To assist the Store Manager in the monthly reviews of the online marketing summary.

Health and Safety / Maintenance

- To take part in daily health and safety checks within the store.
- To comply with emergency procedures relating to staff and customers.
- To communicate any faulty equipment or any maintenance requirements to the Store Manager in a timely manner.
- To help maintain the cleanliness and presentation of the store, to include the reception area, units, corridors, loading bay and car park, ensuring support and commitment from others.
- To conduct regular maintenance checks, whilst complying with Company Health and Safety and Security procedures.
- To report any maintenance required at the store via the appropriate channels and in a timely manner.

Security

- To monitor the security of the store throughout the day via the security systems and regular visual checks.
- To be vigilant in respect of items being stored, to reduce the risk of customers storing prohibited items.
- To be aware of emergency security procedures.
- To provide support in completing regular fire alarm and emergency lighting tests.
- To take responsibility for store activity out of working hours, attending the site as required, in the absence of the Store Manager.

Administration

- To accurately complete store administration, assisting with weekly and monthly tasks and ensuring all Company standards are consistently achieved.
- To reconcile store accounts on a daily basis.
- To assist with the regular banking of monies, in accordance with Company procedure.
- To ensure that customers are regularly invoiced and to assist with taking appropriate action where payment has not been received.
- To accurately maintain customer records.
- To produce weekly and monthly financial and marketing reports, in accordance with Head Office requirements, in the absence of the Store Manager.
- To manage the receipt and sale of merchandise stock.
- To assist in conducting a monthly stock count of merchandise.
- To monitor the accurate completion of all documentation.

- To respond to other reasonable administration requests made by Head Office, in the Store Manager's absence.

Team Management

- To organise work and make decisions, providing advice and support to others and setting and reviewing tasks, to ensure business objectives are achieved.
- To maintain a positive approach, demonstrating flexibility and initiative and encouraging others to achieve the same.
- To understand the role and responsibilities of self and others, working alongside and developing others and recognising individual and team success.
- To give guidance and support to assist in the development of others, providing feedback on performance and ensuring individual praise and encouragement.
- To assist the Store Manager with the training and development of other employees, in order to maximise team potential.
- To communicate information to other employees in the absence of the Store Manager, in order to keep them updated of changes and developments within the Company.
- To maintain positive and harmonious employee relations within the store.
- To ensure standards of personal appearance of self and others are in accordance with the Company Dress Code.
- To ensure that there is always sufficient cover within the store and that hours of work are in accordance with Company policy, in the absence of the Store Manager.
- To ensure confidentiality, professionalism and discretion in dealing with all matters relating to team members within the business.

General

- To communicate any operational issues to the Store Manager in a timely manner.
- To forward any ideas to the Store Manager to assist in the improvement and development of the business.
- To undertake any other ad hoc duties in order to support the store / Company.
- To attend Company meetings in the absence of the Store Manager.
- To ensure that all colleagues are treated with dignity, consideration and respect at all times.
- To ensure customer and Company information is handled in accordance with General Data Protection Regulations.

Personal Attributes:

- To possess good communication skills to liaise with customers, stores, and Head Office departments to build relationships and improve efficiency.
- To be target driven and comfortable upselling products and services to customers to increase revenue.
- To be able to organise work, planning and prioritising tasks and making decisions as appropriate, to ensure objectives are achieved.

- To work collaboratively in a team environment to deliver results, recognising the contribution of self and others.
- To maintain a positive outlook, working on own initiative and demonstrating a committed and flexible approach.
- To continually review own performance and request feedback, whilst seeking opportunities to take on new learning.

For further details of your role and responsibilities please refer to the Success Factors.

I have read, understood and agree with the responsibilities of this position.

Signed: _____

Name _____

Printed: _____

Date: _____