

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: _____