

## **THE BIG YELLOW SELF STORAGE COMPANY**

### **JOB DESCRIPTION**

|                            |                                                                                                                                                                                          |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>JOB TITLE:</b>          | Sales Advisor                                                                                                                                                                            |
| <b>DEPARTMENT:</b>         | Operations                                                                                                                                                                               |
| <b>REPORTING TO:</b>       | Store Manager                                                                                                                                                                            |
| <b>RELATIONSHIPS WITH:</b> | Finance, People, Talent and Development, Customer Support Centre, Marketing, Facilities, and other Stores                                                                                |
| <b>MAIN AIM:</b>           | To assist the Store Manager and Assistant 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 by promoting the products and services available.

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 provide the highest standard 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 consistently exceed customer expectations.

To drive / operate Company vehicles as required and in accordance with Company Policy.

## **Marketing**

To demonstrate an awareness of competitor activity, proposing ideas and suggestions for improvements and supporting marketing activity to promote the store.

## **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 or Assistant 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.

To conduct regular maintenance checks, whilst complying with Company Health and Safety and Security procedures.

## **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.

## **Administration**

To accurately complete store administration and assist in preparing and conducting weekly and monthly tasks.

To accurately maintain customer records.

To assist with the receipt and sale of merchandise stock.

## **General**

To ensure that standards of personal appearance are in accordance with the Company Dress Code.

To communicate any operational issues to the Store Manager or Assistant 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 ensure confidentiality, professionalism and discretion in relation to all matters concerning colleagues within the business.

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 comfortable talking to customers in person, via email or on the telephone.
- To be driven and 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.

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

Signed: \_\_\_\_\_

Name \_\_\_\_\_

Printed:

Date: \_\_\_\_\_