

THE BIG YELLOW SELF STORAGE COMPANY

JOB DESCRIPTION

JOB TITLE:	Sales Advisor
DEPARTMENT:	Operations
REPORTING TO:	Store Manager
RELATIONSHIPS WITH:	Finance, People, Talent and Development, Customer Support Centre, Marketing, Facilities, and other Stores
MAIN AIM:	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: _____