

**JOB TITLE: STORAGE FACILITY MANAGER**

**COMPANY: U-LOCK MINI STORAGE**

**LOCATION: CHILLIWACK, BC**

**JOB TYPE: FULL TIME**

**Job Description:**

U-Lock Mini Storage, a leading provider of premium storage solutions, is seeking an energetic and proactive Storage Facility Manager to join our Chilliwack team.

Self-Storage is one of the fastest-growing sectors of the retail sales industry. We offer a competitive total compensation package that includes an annual salary range of \$52,000 - \$65,000, Medical Benefits, Sick Leave, Uniforms, and Health and wellness benefits.

The ideal candidate will be responsible for overseeing the daily operations of our Chilliwack storage facility, ensuring a high level of customer satisfaction, and maintaining a secure and organized environment.

**Responsibilities:**

1. **Facility Operations:** Manager day-to-day operations of the storage facility, including but not limited to unit rentals, customer service, facility maintenance, and U-Haul rentals. Be creative in supporting customers with their storage and moving solutions.
2. **Customer Service:** Provide exceptional customer service to clients, addressing inquiries, and concerns, and resolving issues promptly. Assisting reservations and walk-in customers in renting storage units. Maintaining and building positive customer service with clients, vendors, and service providers.
3. **Sales:** Promote and lease storage units, and actively engage in sales efforts to meet occupancy and revenue targets.
4. **Security:** Implement and maintain security measures to safeguard the facility and its contents, including surveillance systems and access controls.
5. **Budget Management:** Manage operational expenses to achieve financial goals.
6. **Staff Management:** Hire, supervise, and train facility staff, ensuring a cohesive and productive team.
7. **Inventory Management:** Oversee inventory control, ensuring accurate records of unit availability, managing the logistics of incoming and outgoing storage and moving supplies.
8. **Compliance:** Ensure compliance with company policies, local regulations, and safety standards.

**Qualifications:**

1. Proven experience in storage facility management or a related field.
2. Experience in retail sales, hospitality, and customer service.
3. Excellent communication verbal and written.
4. Detail-oriented with strong organizational and time management skills.
5. Willingness to work outside, clean units and maintain grounds.
6. Valid Driver's license.
7. Physical ability to do the job (lifting to 50 pounds, walking site, etc)
8. Strong leadership and organizational skills.
9. Customer-focused with a commitment to delivering exceptional service.
10. Knowledge of security systems and protocols.
11. Basic financial management skills.
12. Proficient in computer applications and facility management software.
13. Positive Attitude

**Education & Experience:**

- Bachelor's or post-secondary degree an asset.
- Minimum of 2 years of experience in facility management, retail management, or hospitality management.

**Job Type:** Full-time Permanent

**Salary:** \$52,000 - \$65,000 per year

**Benefits:** Dental Care  
Extended Health Care  
Sick Leave  
Health & Wellness Benefit

**How to Apply:**

Interested candidates are invited to submit a resume and cover letter to [donna@selfstorage.ca](mailto:donna@selfstorage.ca). Please include "U-Lock Mini Storage Facility Manager Chilliwack Application" in the subject line.