

## **Self Storage**

**U-Lock Mini Storage** provides a full range of storage solutions to its clients with an exciting customer-centric focus. Our commitment to our customers is to bring better storage options and superior client service.

We are looking to hire people who enjoy serving customers and are searching for a rewarding career. By joining our U-Lock Mini Storage team, you will become an integral part of our dynamic customer-focused environment and contribute to our success as a company.

### **JOB DESCRIPTION**

If you enjoy customer service and sales and wish and value your stat holidays and evening hours, then a **Storage Specialist** position is for you.

### **RESPONSIBILITIES**

- Provide outstanding customer service by helping customers understand their needs, recommend storage solutions and help them acquire the needed product solutions.
- Assist reservation and walk-in customers (both in-person and on the phone) in renting storage units, understanding the lease terms, fees and completing lease agreements.
- Consult, sell, and up-sell to customers merchandise such as boxes, tape, and other appropriate products that meet their needs.
- Ensure the appearance of the property is customer-ready by cleaning units, sweeping, mopping, removing debris, wiping windows, etc...; ultimately ensure property appearance is safe and welcoming.
- Work independently or with another team member
- Collect from delinquent customer accounts
- Manage, verify, balance cash drawer; prepare and make daily deposits
- Process daily, weekly, monthly, and annual reports
- Conduct a daily physical storage unit inspection confirming inventory availability and ensuring each unit is secure or ready to rent.
- Work closely with Manager to receive training and coaching when needed, striving to exceed all company expectations
- Process U-Haul rentals and returns with some light cleaning and maintenance checks

### **BENEFITS**

- Hourly rate of \$18.00
- Health Benefits Program: Medical/Dental/Vision, Life Insurance
- 30 days of Fully Paid and Comprehensive training
- Paid Time Off- Vacation, Holidays, and Sick.

## **Qualifications**

Successful candidates come from a variety of customer-centered, selling environments including retail, restaurant, fast food, and more. All have common knowledge, skills, and abilities which include:

- Minimum one (2-3) years of Customer Service and/or Sales experience
- Energetic, outgoing, customer-oriented personality
- Strong communication skills, interpersonal and problem resolution skills
- Enjoys and easily operates independently or as part of a small team
- Detail-oriented with strong organizational and time management skills
- Working knowledge of computers in a windows environment (Excel, Word, etc)
- Valid driver's license with access to reliable transportation used during the workday
- Can work any day of the week, including weekends.
- Ability and willingness to perform light cleaning and maintenance such as sweeping, mopping, wiping windows, etc....
- Willing to submit to a pre-employment background check.

If you have all the above qualifications and this sounds like the right fit for you, we want to hear from you!

Please send your cover-letter and resume. [Burnaby@selfstorage.ca](mailto:Burnaby@selfstorage.ca)