

**ROLE GUIDE - 27 November 2017**

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| POST | Part Time Duty Manager |
| ROLE | Sales, customer advisor, premises supervisor, administration |
| REPORTS TO | Storage Manager |
| HOURS | Two to three shifts per week Plus, by arrangement: Holiday, share of Bank Holiday cover and occasional relief cover |
| SALARY | £13.80 per hour, gross |
| LOCATION | www.eversleystorage.co.uk/location-map.php |

JOIN US!

We hope you will be interested in joining our family business in this role.

OUR BUSINESS

Greenfords Ltd is a long standing business with a real focus on customer service. We are based at our offices in Eversley, Hampshire. The company has two principle activities:

- Eversley Storage (www.eversleystorage.co.uk) provides self storage facilities and warehousing
- Greenford Park Homes (www.greenfordparkhomes.co.uk) develops and manages quality park home estates

YOUR MAIN RESPONSIBILITIES ARE:

1. To deal with telephone and 'in person' enquiries from both Eversley Storage and Greenford Park Homes customers.
2. Sales: to take bookings and to agree vacations of storage facilities.
3. Sales: to answer and progress customers' storage and park homes enquiries.
4. To receive bill payments from storage and park home customers.
5. To capably administrate the front desk elements of storage bookings, vacations and payments, working conscientiously to ensure that colleagues can follow your shift without difficulty.
6. To supervise all activity at the storage premises during business hours e.g. opening and closing, setting alarms, reviewing the CCTV monitor, occasionally moving mobile access platforms (mobile steps), walking around the premises etc.



7. To take enquiries from residents on our park home estates and refer those enquiries to relevant members of staff
8. To react well in an emergency and to notify relevant persons
9. To carry out other activities to support the business as requested.

These responsibilities are intended as a working document for the position outlined. They indicate the wide range of the duties involved. They are not exhaustive and may change in the future, as the company grows, develops and addresses change.

WE ARE LOOKING FOR AN OUTGOING PERSON, WITH GOOD INTERPERSONAL SKILLS, WHO:

1. Will become familiar with all aspects of the business and be able to integrate well with our team
2. Will enjoy selling to and providing excellent customer service to the general public.
3. Can communicate clearly and appropriately with colleagues and customers.
4. Good command of spoken and written English.
5. Is honest and trustworthy, reliable and punctual
6. Will conscientiously administrate the storage sales and related business processes
7. Has a good level of computer literacy which will enable them, with training, to master and effectively use our storage management software
8. Will be highly self-motivated and able to work on your own in sole control of the premises
9. Will inspire confidence and trust in customers and colleagues and uphold company policy at all times
10. Will be flexible, able to adapt to change and support all aspects of the business
11. Has a common sense understanding of health and safety issues
12. Is reasonably fit and active
13. Will commit to preserving the principle of confidentiality at all times

WE WILL PROVIDE

- Excellent professional no smoking offices in which to work
- Initial and ongoing training
- Good regular liaison with the Storage Manager and other members of the team

NEXT STEPS

We hope you will be interested in working with us.
Do contact us if you have any queries.

We look forward to receiving your completed CV

Please provide a covering letter which should detail your *availability and suitability for the role.*

PT Storage Sales Manager Role Guide Nov 2017