



Position Title: Storage Centre Manager / Assistant Manager / Relief Manager
Department: Operations
Direct Supervisor: Operations Manager
Company Name: Kennards Storage Management Pty Ltd

GENERAL PURPOSE:

“It’s a retail experience, not a warehouse”

The purpose of the position of Storage Centre Manager, Assistant Manager or Relief Manager is to add value to our customers storage experience, exceeding their expectations in terms of convenience, value, security and service and to maximise the income and asset potential of our Centres through effective and ethical general management of all facets of our business.

HOW YOU WILL MAKE A DIFFERENCE AND ACHIEVE

CUSTOMER SERVICE

We are striving for exceptional standards of customer service.

We are an ethical Company and expect your activities to reflect this. You are to be fair, honest and open in all dealings with our customers.

SALES

An important part of the role is selling the concept of self storage, both face-to-face and by telephone. To achieve this, initial and on-going training will develop the skills necessary to convert potential customers into storage customers.

The position also involves showing spaces to potential customers and recommending the best solution to their particular storage problems. Quoting prices and following up on enquiries are critical elements of the role.

OTHER RESPONSIBILITIES:

- **BUSINESS DEVELOPMENT**
- **STORAGE SPACE MANAGEMENT**
- **BANKING/PETTY CASH/COLLECTION OF MONEY/BANK RECONCILIATIONS**
- **SECURITY**
- **CENTRE PRESENTATION**
- **MERCHANDISING AND RETAILING**
- **REPAIRS AND MAINTENANCE**
- **OUR CULTURE AND VALUES**
- **OH & S**
- **COMPLETING CENTRE REPORTS**

KEY RESULT AREAS

Income Growth	Change in YTD Income vs Previous Year
Occupancy Growth	Merchandise
Yield Growth	Delinquents
Insurance	Other Income
Customer Feedback	Telephone Technique
Storage Centre Presentation	Move-ins
Systems & Operations Reviews	Mystery Caller

CORE COMPETENCIES

Ability to act independently.	Strong customer service focus.
Proactive.	Ability to take responsibility and ownership of task
Positive attitude	Critical analysis/decision-making ability
Assertive.	Strong communication skills.
Highly motivated.	Good interpersonal skills.
Sound computer skills and knowledge.	

TRAINING & DEVELOPMENT

We are a progressive, innovative and growing company who invest in developing their people.

HOURS

The Centre is open seven days a week. The positions involve five days a week. This is a salary and profit sharing position. Extra days may be worked provided they have been approved.

ETHICS

As the team member will be handling money, banking and being responsible for our Centre, he or she must be trustworthy, honest and open with mistakes and problems. If something goes wrong we want to hear about it.

HEALTH AND FITNESS

Because the Centre Manager must fix, sweep, walk around and sometimes help customers, we need someone who is fit and healthy. If you are suffering from any illness which may hamper you in carrying out your duties you must tell us.

Smoking is not permitted in the office or storage areas.

PROBATIONAL PERIOD

Minimum 3 months. During the probational period either party can terminate the contract with one weeks notice.

FUTURE PROSPECTS

The Centre Manager's role is not a difficult one. It is interesting, varied and offers a high level of satisfaction for those who like to see a job well done.

With new centres coming on-line regularly, the opportunity is there for career-minded Centre Managers to be involved in the development and the expansion of the Company and to contribute to its growth and success.

LICENCES/CERTIFICATES

Required - Drivers Licence Class 1A or above.

Preferred - First Aid Certificate