

Store Consultant

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Company: National Storage

Location: Western Australia

Category: other-general

Since 2000, National Storage has become one of Australia's leading self-storage providers, operating 230+ centres in Australia and New Zealand. As an ASX 200 company, we prioritise our people and customers, driving our success. It's an exciting time for us at National Storage as we continue to expand and solidify ourselves as the market leader for all things storage. With a continual growth plan for expanding our portfolio across Australia and New Zealand, we have a Full Time Store Consultant role now on offer at our Port Kennedy centre. The Role: Reporting into the Store Manager, our Store Consultants are a vital role within our business, as they work closely with our customers to ensure a seamless service is provided. The role itself is an exciting & varied role encompassing customer service, administration, and operational tasks. You will be working for a dynamic and innovative company that is at the forefront of the self-storage industry. Key Responsibilities Include: Working in a customer facing environment to deliver the ultimate customer experience by supporting our customers in making the best storage choice for their needs. Conduct centre tours and walk throughs which showcase our facilities. Focusing on centre presentation, maintenance, cleanliness and achieving budgeted KPI goals to ensure our centres always represent our high standards. Maintain a safe and secure centre by wearing appropriate safety gear, safe use of equipment, and following workplace health and safety procedures. Action general administration duties such as customer contracts, inventory, and insurance claims. Benefits of Working with Us: Permanent role with an industry leader and ASX 200 listed company. Rotating roster for work-life balance. Structured training with a continued focus on development. Onsite car park included. Company paid parental leave – 16 weeks for eligible

employees. Discounts on a range of storage services including units and merchandise. Unique wine offers and discounts through our subsidiary company Wine Ark. 24-hour wellbeing support for you and your family through our Sonder partnership. Reimbursements for approved wellbeing services under our Exhale program. Exclusive discounts on a range of leading retailers, hotels, restaurants and more. Ability to earn referral incentives. About You: Strong communication and interpersonal skills, with the ability to build relationships with customers and stakeholders. A strong sales and customer service orientation. A passion for delivering exceptional results. You have a motivated, proactive, and positive attitude. Ability to work well in a team and autonomously. Willingness to learn and grow with the business. Driver's license and car (required). Forklift license (desirable). The ability to work on a rotating roster with every second Saturday from 9:00am-2:00pm. Please note, applicants may be subject to pre-employment checks which can include reference checks, medical checks and, with consent, police background checks. Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.

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