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**JOB TITLE:** Office Administrator / Storage Consultant  
**TERM:** Full Time  
**LOCATION:** Brantford Ontario  
**APPLICATION SUBMISSION DEADLINE: Open until filled**

BigSteelBox - Canada's leading provider of portable storage solutions is looking for an Office Administrator / Storage Consultant for our Brantford, Ontario store location.

Are you a helper? Many of our customers are going through challenging situations, and we are here to minimize the stress they experience with moving and storage. One way we do this is by focusing on creating a supportive service-oriented culture.

"We Love our Family" is one of our core values, and it epitomizes how we feel about everyone on our team. As a key customer contact, we'll help you deliver an exceptional customer experience. If anything ever goes wrong, your colleagues will be there to help and BigSteelBox will have your back.

That may sound too good to be true, but that's how we roll.

You'll be super successful in this role if you can empathize with our customers and have fun with your co-workers. "We Have Fun" is another one of our core values, so that's another mandatory at BigSteelBox. We take our responsibilities seriously, but we love to laugh, and we want everyone to have a smile on their face at the end of the day!

Doesn't that sound like an awesome way to live your life?

This is a full-time position Monday to Friday, 8:00 am – 5:00 pm starting as soon as possible. The position offers a competitive base salary, a commission program, benefits will be provided after 3 months and a matching RRSP program that kicks in after 3 months. Overtime may be required from time to time.

Working under the supervision of the Store Manager, the Office Administrator / Storage Consultant will be responsible for coordinating deliveries, pickups, and moves of BigSteelBoxes, managing the local dispatch calendars, completing, and filing daily reports and also providing knowledgeable, professional advice about BigSteelBox products and services to help customers with their storage needs. They will be required to achieve business targets through excellent telephone sales and communications skills; generating revenue through the creation of rental leads; initiation of prospect calls; and establishment of ongoing rapport with existing and potential customers to maintain optimal relationships.

With a network of locations across Canada, BigSteelBox services both residential and commercial customers. The company has three dynamic business streams – residential moving and storage; construction and commercial storage; and structures (workforce housing and modifications for industrial use).

BigSteelBox has its corporate support office in Kelowna, BC, and has 35 full-service locations across Canada. Go ahead and apply. It could be the best decision you'll make today!

#### **THE EXPERIENCE AND QUALIFICATIONS WE ARE LOOKING FOR:**

- Minimum Education: Grade 12
- Two or more years of direct work experience in customer service is an asset but not required.
- Two or more years of direct work experience in sales/telesales is an asset but not required
- Two or more years of direct work experience in dispatching is an asset but not required
- Excellent Computer/Communication skills: Phone, Email, Outlook, Word, & Excel

#### **WHAT YOUR PRIMARY RESPONSIBILITIES WILL BE:**

- Coordinate deliveries, pickups, & moves of BigSteelBoxes (Occasionally)
- Manage local Dispatch calendars (Occasionally)
- Remain knowledgeable about BigSteelBox products and services
- Give courteous customer service to clients, drivers & suppliers
- Research & develop prospective clients, and nurture relationships with existing clients as well as taking payments
- Provide timely follow-up of all phone calls, walk-in & online inquiries
- Provide expert storage advice, quotes and information
- Maintain & file accurate paperwork, records, & reports
- Secure confidential files
- Maintain office space in an efficient & clean manner
- Demonstrate a positive work ethic, attitude & professional image to all
- Daily administration duties
- Inventory control

#### **REQUIRED SKILLS/CORE COMPETENCIES:**

- Accountability - Takes personal ownership and responsibility for the quality and timeliness of work
- Adaptability - Adapts and responds to changing conditions, priorities, technologies, and requirements
- Analytical Thinking - Applies systematic, logical reasoning when addressing problems
- Communication - Expresses and transmits information verbally and written, with consistency and clarity.
- Decision Making - Makes concrete, well-informed and thought-out decisions that support the overall organization.
- Networking and Relationship Building - Effectively builds constructive, friendly, professional relationships with customers and colleagues
- Planning and Organizing - Accurately estimates duration and level of difficulty of tasks and projects, setting out goals and objectives and work plans to complete.
- Problem Solving - Uses logic and analytical methods to come to a realistic solution.
- Results Orientation - Possesses the ability to focus on desired outcomes, and how they are achieved,
- Service Orientation - Provides superior service to both internal and external customers.
- Teamwork - Works cooperatively and effectively with others to reach a common goal. Participates actively in group activities fostering a team environment.

#### **HOW TO APPLY**

- No phone calls, please. Go to [www.bigsteelbox.com/careers](http://www.bigsteelbox.com/careers) and use the Apply Now button next to this career posting. Please attach your cover letter & resume as one document. We thank all applicants in advance, however, only those selected for an interview will be contacted.