
JOB TITLE: Office Administrator-Storage Consultant
TERM: **Temporary Full Time**, sick leave replacement
LOCATION: Abbotsford, BC
PAY RANGE: \$24 – \$28 per hour
APPLICATION SUBMISSION DEADLINE: **Open until filled**

BigSteelBox - Canada's leading provider of portable storage solutions, is looking for a Temporary Full Time Office Administrator-Storage Consultant for our Abbotsford store.

This employment is a sick leave replacement, at the end of the current employees sick leave, BigSteelBox will provide the temporary employee notice that their employment will end with two weeks' notice, or two weeks' pay in lieu of such notice, in accordance with Provincial Employment Standards. If operational requirements change, there is the possibility of this contract being extended or converted to full-time.

Work hours are Monday to Friday, 8:30 am – 5:00 pm and in lieu of benefits will be provided on every cheque.

Are you a helper? Many of our customers are going through challenging situations, and we're here to minimize the stress they experience with moving and storage. One of the ways we do this as an organization is to focus on creating a supportive, service-oriented culture.

"We Love our Family" is one of our core values, epitomizing 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.

Working under the supervision of the Store Manager, the Office Administrator-Storage Consultant will be responsible for managing the local dispatch and customer access calendars, terminal and carrier interchanges, completing and filing daily reports, and providing knowledgeable, professional advice about BigSteelBox products and services to help customers with their storage needs. To maintain optimal relationships, they will be required to achieve business targets through excellent communication skills and establishing ongoing rapport with existing and potential customers.

The results of our most recent employee engagement survey, show that 90% of employees would recommend working here to a friend. This is a reflection of our culture and the amazing group of people we have the privilege to work with.

What makes BigSteelBox unique? Check out our [website](#) to learn more about our [core values](#) and what drives our BigSteelBox family. 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 reporting and/or data compilation is an asset but not required.
- Excellent Computer/Communication skills: Phone, Email, Outlook, Word, & Excel.

WHAT YOUR PRIMARY RESPONSIBILITIES WILL BE:

- Manage local dispatch and customer access calendars.
- Communicate with BSB sales and service staff on calendar-related matters and questions.
- Communicate with 3rd party carriers on trucking-related matters and questions.
- Remain knowledgeable about BigSteelBox products and services.
- Provide expert storage advice, quotes, and information.
- Give courteous customer service to clients, drivers, & suppliers.
- Maintain & file accurate paperwork, records, & reports.
- Maintain office space in an efficient & clean manner.
- Demonstrate a positive work ethic, attitude & professional image to all.

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 verbal and written information with consistency and clarity.
- Decision Making - Making concrete, well-informed, thought-out decisions that support the organization.
- Networking and Relationship Building - Effectively build constructive, friendly, professional relationships with customers and colleagues
- Planning and Organizing - Accurately estimate 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 the means by which 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

Please visit the BigSteelBox website at: <http://www.bigsteelbox.com/careers/>. Click the "Apply Now" button next to this job posting and attach your cover letter and resume as one document. We thank all applicants in advance, however, only those selected for an interview will be contacted.