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**JOB TITLE:** Customer Experience Agent  
**LOCATION:** Kelowna, BC  
**PAY RANGE:** \$23 – \$26 per hour  
**APPLICATION SUBMISSION DEADLINE:** Open Until Filled

### **Position Overview:**

BigSteelBox, Canada's leading provider of portable storage solutions, is looking for a Customer Experience Agent for our Landmark 6 Kelowna, BC location.

This full-time role is perfect for someone with excellent communication skills, a passion for customer service, and a knack for problem-solving. If you are enthusiastic, enjoy helping people, and thrive in a dynamic environment, we want to hear from you.

The position involves shifts scheduled between 5 a.m. and 6 p.m., occasional overtime may be required. We offer a competitive base salary, an annual incentive scheme, a comprehensive benefits package, and a company-matching RRSP program starting after three months.

### **The Experience and Qualifications We Are Looking For:**

- Minimum Education: Grade 12
- Two or more years of direct work experience in customer service
- Proficiency in computer/communication skills: Phone, Email, Outlook, Word, and Excel

### **Why Work for BigSteelBox?**

At BigSteelBox, we understand that many of our customers are going through challenging situations, and we're here to minimize the stress they experience with moving and storage. We focus on creating a supportive, service-oriented culture. You will succeed in this role if you can empathize with our customers and have fun with your co-workers.

- **Core Values:** At BigSteelBox, our core values guide everything we do. "We Have Fun" is one of our core values. We take our responsibilities seriously, but we love to laugh. Our latest employee engagement survey shows that 90% of employees would recommend working here to a friend.
- **Supportive Environment:** "We love our family" means you'll be supported every step of the way. We treat our employees with the same respect we expect them to show our customers.
- **Positive Work Environment:** Expect camaraderie with your co-workers and lots of laughs. At the end of the day, you'll come home with a smile on your face!

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### Primary Responsibilities:

- Adhere to and uphold the company's health and safety program, fostering a strong safety culture.
- Coordinate deliveries, pickups, and moves of BigSteelBox units.
- Provide expert storage advice and information.
- Stay knowledgeable about BigSteelBox products and services.
- Deliver exemplary customer service to clients, drivers, and suppliers.
- Nurture relationships with existing clients.
- Attend weekly service coaching meetings and monthly sales and service team meetings.
- Assist in all other store/Contact Center related duties as required.
- Maintain and file accurate paperwork, records, and reports.
- Secure confidential files.
- Keep office space efficient and clean.
- Exhibit a positive work ethic, attitude, and professional image to all.
- Align work practices and interactions with corporate values at all times.

### 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 in writing with consistency and clarity.
- **Decision Making:** Makes concrete, well-informed, and thought-out decisions that support the overall organization.
- **Networking and Relationship Building:** Builds constructive, friendly, and professional relationships with customers and colleagues.
- **Planning and Organizing:** Accurately estimates the duration and level of difficulty of tasks and projects, setting goals and objectives and work plans to complete them.
- **Problem Solving:** Uses logic and analytical methods to find realistic solutions.
- **Results Orientation:** Focuses 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, fostering a team environment.

### What Makes BigSteelBox Unique?

Our certification as a Great Place to Work® and our high employee satisfaction scores reflect our dedication to creating a workplace where everyone can thrive and feel valued. This certification, awarded by the Great Place to Work Institute® Canada, is based on direct feedback from employees about their workplace experience. Visit our website to learn more about our core values and what drives our BigSteelBox family. Join us and be part of a team that truly cares about making a difference for our customers and each other.



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### What Are You Waiting For?

Go ahead and apply. It could be the best decision you make today!

**No phone calls, please.** We thank all applicants in advance; however, only those selected for an interview will be contacted.

For more information, visit [www.bigsteelbox.com/careers](http://www.bigsteelbox.com/careers).