

JOB TITLE: Store Manager

LOCATION: Langley, BC

WAGE RANGE: \$74,000.00 – \$85,000.00

APPLICATION SUBMISSION DEADLINE: Open until filled

BigSteelBox, Canada's leading provider of portable storage solutions, is seeking an experienced **Store Manager** for our **Langley, BC**, location. In this full-time position, you will also oversee the Port Coquitlam Terminal yard, working Monday through Friday from 8:00 a.m. to 5:00 p.m. We offer a competitive base salary, an annual incentive scheme, a comprehensive benefits package, and a company-matching RRSP program that begins after three months.

BigSteelBox operates a network of locations across Canada, providing moving and storage services to residential and commercial customers. While the industry may not seem glamorous, we are committed to making a difference by owning our customers' challenges and minimizing the stress they face with moving and storage. Our values-driven culture enables us to deliver exceptional customer experiences and create a supportive environment for our team.

As Store Manager, reporting to the Operations Manager, Western Canada, you will lead daily store operations in Langley, manage the Port Coquitlam yard, and champion our company values. You'll play a key role in promoting and developing the business, maintaining accurate administrative records, seeking out new clients, and building strong customer relationships.

At BigSteelBox, we believe in working hard while having fun. While we take our business and responsibilities seriously, we also know life is better when you enjoy your day! Our most recent employee engagement survey results show that 90% of employees would recommend working here to a friend. We are proud to have been certified as a **Great Place to Work**[®]! This certification is awarded after a thorough, independent analysis conducted by Great Place to Work Institute[®] Canada. It's based on direct feedback from employees, provided as part of an extensive and anonymous survey about their workplace experience. At BigSteelBox, you can expect comradery with your co-workers and lots of laughs. Don't you want to come home with a smile on your face at the end of the day?

Working for BigSteelBox can provide a challenging and rewarding career with opportunities for growth, a positive work environment, and the chance to be part of a team that impacts businesses and communities. Visit 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
- Valid driver's license
- At least 3 years of sales management/operations management/human resources experience required
- Excellent Computer/Communication skills: Phone, Email, Outlook, Word, & Excel required
- Bachelor of Business Admin or Diploma preferred, but not required
- Forklift Certified an asset (or willingness to get certified)


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WHAT YOUR PRIMARY RESPONSIBILITIES WILL BE:

- Recruit, oversee, and mentor employees by providing support, coaching, encouragement, and direction to accomplish organizational goals and strategies
- Coordinate office work, sales, and yard staff to ensure deadlines are met and procedures are followed.
- Ensure there is a culture of mutual respect, collaboration, excellence, and ongoing learning within the business unit.
- Conduct analysis and oversee operations related to budget, contracting, and management processes
- Manage container & accessory inventory.
- Oversee and co-ordinate office administrative procedures
- Manage & maintain the office in an orderly & clean manner
- Manage & maintain the yard in an orderly & clean manner
- Manage daily call schedule and client network
- Provide timely follow-up of all phone calls, walk-in & online inquiries
- Review, evaluate and implement new procedures for the company, sales process, and budgeting
- Nurture & develop customer relationships
- Monitor local pricing, assemble data, prepare periodic & special reports, and review monthly income statements
- Other operational tasks as required
- Remain knowledgeable about company products & services
- Promote & market products to prospective clients
- Design cost-effective, innovative marketing tactics to promote the company
- Demonstrate a positive work ethic, attitude & professional image to all

REQUIRED SKILLS/CORE COMPETENCIES:

- Strategic Thinking - Aligns the internal environment to the overall objectives and strategies of the organization
- Networking and Relationship Building - Networks and build working relationships to respond to current and future needs.
- Adaptability & Change Management - Recognizing potential situations and responding with solutions, tactics, or approaches to reduce or eliminate issues
- Business Acumen - Analyzes complex issues to develop approaches or solutions that are considered forward-thinking and best practice.
- Communication - Adapts communication to respond to an audience or situational requirements
- Teamwork - Encourages others to participate in team activities, ensures teams are working effectively
- Leadership - Builds on the strengths of the workplace and reduces internal weaknesses through training and development
- Learning & Innovation - Continually learning and always generating ideas for innovative approaches to solve problems and how to create a competitive advantage for the business unit
- Negotiation - Includes organizational needs and initiatives to develop solutions that build momentum.
- Drive for Results - Demonstrates a focus on finishing all tasks assigned in a timely manner while taking complete ownership of tasks
- Sales Process – A demonstrated understanding and consistent use within your role.

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- Decision Making - Recognizes situations and examines facts to develop clear steps and solid assumptions
 - Analytical Thinking - Evaluates, interprets, and analyses critical, complex information
 - Resource and Risk Management - Ensures that internal teams and groups are aligned with organizational resource and financial limitations
 - Customer Orientation - Ensures that own and direct reports activities focus on meeting customer needs.

HOW TO APPLY

We thank all applicants in advance. However, only those selected for an interview will be contacted.