



**a1storage.com**

**Customer Service Representative - Inbound Call Center**

**Posting Date: 4/15/13**

Location: Sales Center in Mission Valley – San Diego

If you're great with customers and have at least 6-12 months of TELEPHONE SALES experience, preferably in a high volume Call Center environment handling telephone sales and inquiry calls, A-1 Self Storage is looking for you! Seeking a Customer Service Representative for our Sales Center in Mission Valley. Part-time or full-time position available. The position involves handling inbound telephone sales calls, consulting, booking reservations, accepting credit card payments and providing superior customer service. Other duties include handling online inquiries & reservations via e-mail and "live" chat, assisting our Rental/Payment kiosk customers remotely, meeting individual & team sales goals, and maintaining accurate records. The ideal candidate must be enthusiastic, highly motivated, organized and detail oriented.

The Sales Center is an inbound call center and is the telephone support center for all 42 A-1 Self Storage locations throughout California. It is a 50 year old family owned company headquartered in San Diego and is one of California's premier self storage companies. For more information, please visit: [www.a1storage.com](http://www.a1storage.com)

*\* Offering competitive hourly pay commensurate with experience + bonus incentives!*

*\* Medical & dental benefits + paid vacation & holidays available for full-time position.*

**Job Requirements:**

- High school degree or equivalent.
- Flexibility in scheduling; able to work evenings, weekends & holidays.
- Sales Center Hours: Mon - Fri 7:30am - 7pm; Sat 8am - 6pm & Sun 9am - 5pm.
- At least 6-12 months of telephone sales experience required, preferably in a Call Center environment.
- Previous hotel or car rental reservations experience helpful but not required.
- Excellent telephone sales and customer service skills.
- Excellent verbal and written communication skills.
- Detail oriented and has great organizational & multi-tasking skills.
- Computer literate w/ basic proficiency in MS Word, Excel & Outlook.
- Strong typing skills; must have accuracy and speed to participate in "live" online chats.
- Must be a team player, yet able to work independently with minimal supervision.
- Must be able to pass alcohol/drug screening and background check.
- Bilingual Spanish a plus!

Only local candidates who meet all of the above job requirements will be considered for this Customer Service Representative position.

*Please, no phone calls about this position.*

**How to Apply: (select one)**

E-mail: [jobs@a1storage.com](mailto:jobs@a1storage.com)

Fax: 619-287-2493