



BoxCamp Assistant Manager

Company Overview

BoxCamp is a UCLA based startup that provides summer storage solutions for college students. We pride ourselves in making the move-out process seamless by handling all of the logistics involved. As a young company, every member of our team is integral to our operations and we want to see you grow with us.

The Role

As Assistant Campus Manager, you will own UCLA's customer service operation. You will tackle customer service inquiries in a timely and friendly manner, represent the BoxCamp brand, and work with the Campus Manager to identify and resolve any issue that may arise in the process. You are flexible, have great time management skills, and are a strong communicator both in person and on the phone.

In addition to your main role, you are creative and eager to participate during team meetings. With a bias towards action, you want to ensure our customers have an excellent experience.

Individual Responsibilities

- Represent BoxCamp across email, phone and Facebook Messenger
- Take calls and turn leads into sales
- Return missed calls, voicemails, and emails within 48 hours
- Relay recurring customer issues with the rest of the team as soon as possible
- Update and maintain customer data in company database
- Complete weekly assignments

Team Responsibilities

- Work on value-add projects as needed e.g. marketing, flyering, giveaways
- Have good understanding of operations by the time season begins
- Be present for team meetings and operations during Finals Week
- Act on behalf of company at any events

Compensation

This position is paid with a stipend of \$1500 with performance-based bonuses

