

# Let's Talk Business

## For Ted Rogers School Students

These reports describe industry sectors and career paths of interest to Ted Rogers students and alumni. Each report leverages BCH employment data and the expertise of our staff. This collaborative effort engages staff, students, alumni and the University Business Librarian.

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### A Day in the Life of a Client Experience Manager

We had a conversation with Jordan Lai, who graduated from the Ted Rogers School in 2022, with her Bachelor of Commerce in Marketing Management. She completed Co-op work terms as a 'Forms Designer' Student at the WSIB and an 'Operations Intern' at XYZ Storage.

She currently works as a *Client Experience Manager* at XYZ Storage.



XYZ Storage is a warehousing and storage company that serves its clients with self-storage facilities across Toronto and the GTA. Its headquartered in in Toronto, Ontario.

**Q:** What do you do on a "day-to-day" basis in your current role as a Client Experience Manager at XYZ Storage?

**A:** My day-to-day responsibilities as a Client Experience Manager at XYZ Storage include the following:

- interacting with current storage customers and prospects
- coordinating with movers and shipping companies
- collecting calls/texts/emails
- organizing auction files for two locations (Toronto Downtown and Toronto Midtown)
- ensuring the office and facility are presentable
- coordinating unit relocations for customers who are in our construction zone

### Day in the Life P.O.V.

9:00 AM



Interacting with Current Customers and Prospects

11:00 AM



Coordinating with various Stakeholders to Achieve Common Goals

1:00 PM



Receiving and Strategically Answering Inquiries from a Multitude of Sources

2:00 PM



Organizing Auction Files for Two Locations

3:30 PM



Maintaining An Office and Facility that Represents the Company in a Professional Manner

4:30 PM



Coordinating Unit Relocations

**Q:** What technology platforms do you use in your role?

**A:** In my Client Experience Manager role, I use Google Suite (Gmail, Calendar, Meet, Chat, Sheets, Forms, Drive, etc.), Self Storage Manager (SSM), Electronic Customer Relationship Management (E-CRM), RentCentric, Humanity, StorLogix Cloud, and PTI Security Systems.

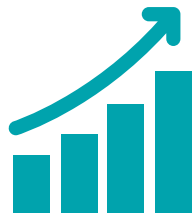


**Q:** How does your industry impact the world?

**A:** The self-storage industry impacts the world because life can get very hectic for some people! We offer self-storage solutions to accommodate any life change, no matter what size - whether it is moving from a 2-bedroom condo to a dorm or needing extra space for household items for less than one week. In a city where, generally speaking, homes are built smaller with less storage, we provide a secure place to hold your belongings.

**Q:** Which industry trends should aspirational students be aware of?

**A:** An industry trend that aspirational students should be aware of is the rate at which companies purchase vast land properties to build self-storage offices/facilities. This relates to the competitive market and the increase in accessible storage. XYZ Storage does not follow the trend of contracts/minimum stays. We are on a pro-rated business model, and our billing/promotional cycle is always the first of the month.



**Q:** What advice would you provide a Ted Rogers student who aspires to work in your industry upon graduation?

**A:** The advice I would provide to a Ted Rogers student who aspires to work in the self-storage industry upon graduation is to research the competitive market and educate themselves on what can fit a specific unit.

*Example: When you get a brief description of unit contents over the phone and/or email, it is a great skill to recommend an available unit and its size quickly.*

## Want to Learn More for Free?



### Dive In-depth into the Self-Storage industry!

In this article by 'Inside Self Storage,' readers are provided the opportunity to dive more in-depth into the Self-Storage industry in Canada. To view this article, click [here!](#)



### My Networking Club TMU

My Networking Club TMU connects students who are interested in networking to a wide range of professionals, including those from Self Storage industry? Click [here](#) to learn more!



### Find an Internship!

TalentEgg is a website that provides students with job applications for a variety of internships, including those that are paid. To view this website, click [here!](#)



## Visit the Business Career Hub

### Employer Events

Interested in expanding your network and meeting industry professionals? BCH organizes and hosts many industry events - refer to your 'Careers Newsletter' for a list of employer events.

### Bootcamps/Prep Programs

Digital Communication - Elevator Pitch and/or Personal Branding, Emotional Intelligence, Having Courageous Conversations. [Click here to register for current bootcamps.](#)

### Career Coaching

For career coaching, interview prep and more, [schedule a 1:1 appointment](#) with a Career Consultant or a Co-op Coordinator.



### Career Consultant Contributor

#### Olivia Baratta

Olivia is a Career Consultant and Ted Rogers Alumni, with 9+ years of experience in the hospitality, real estate and academic sectors. She brings her passion for building meaningful experiences for her clients to develop and showcase their unique brand.



### Student Contributor

#### Terel Leslie

Terel is a 2nd-year Human Resources Management student working as a Project Coordinator at the Business Career Hub. He is deeply interested in the world of workforce management and development and strives to pursue a career in the human resources field.