



Position: Trade Counter Apprentice

Location: Kings Norton, Redditch & Kidderminster

Bell Plumbing Supplies is one of the region's fastest growing retailers for specialist plumbing and heating supplies in the West Midlands.

Over the past 15 years, we have developed a multichannel business, securing our position as the region's No.1 Plumbing and Heating merchant. We employ dedicated, knowledgeable and experienced staff across our multibranch operation which enables us to provide the highest level of customer service and technical support. Positive attitude, personality and managers with autonomy to make decisions creates a busy and professional environment for our staff and customers. Each branch carries a wide range of products, stocked in depth and available at the point of service, enabling our customers to spend less time waiting and more time with their clients

We are looking to recruit an enthusiastic branch operative apprentice; Trade Suppliers play a vital role in ensuring an efficient flow of goods and service between manufacturers and their skilled trade customer base. No Experience is required you will be given full training through your apprenticeship and internal training.

Your responsibilities include:

- Managing stock in and out (to external clients)
- Picking and Packing
- Store transfers & stock control
- Completing the paperwork within the office
- Raising quotations
- Trade Counter Sales and Payments
- Sales Calls
- Processing orders
- Answering the telephone
- Additional responsibilities as industry knowledge grows

Throughout your 12 Month Apprenticeship Programme, you will learn how to:

- Communicate confidently to internal and external customers about the company and how it operates
- Assist customers in exploring product ranges and alternative and complementary products and services inclusive of renewables, spares and bathroom products
- Process and record the receipt, storage, assembly and despatch of goods

We are looking for someone with a genuine interest in delivering outstanding customer service. The successful candidate will be methodical with a positive attitude and willingness to learn.

At the end of your apprenticeship, you will receive a Level 2 Trade Supplier qualification, along with any completed Maths or English.

****Please note Manual lifting of products is also required on a frequent basis – training will be provided****

Desired skills

- *Good communicator*
- *Teamwork skills*
- *Wants to progress and develop in the business*

Personal qualities

- *Hardworking team player who is self-motivated*
- *Good sense of humour and enjoy banter*
- *Confident with people and Willing to Learn*
- *Should be well presented and operate in a clean and tidy manner*

- *Smart appearance*
- *Friendly*
- *Polite*

Your Working Hours: Apprenticeship hours will vary depending on applicants age and the branch location.

Salary: Above Government Apprentice guidelines and in line with National Living Wage