

JOB TITLE: EXPERIENCED TRADE COUNTER SALES ASSISTANT - (SPECIALIST PLUMBING & HEATING MERCHANT)**MAIN PURPOSE OF JOB:**

To provide a professional, reliable and courteous service to our customers combined with a 'can do and positive' attitude. Must be a team player with the ability to build strong customer relationships combined with a disciplined approach to follow and maintain company procedures and documentation. You will need to be flexible in all areas of the business and to assist as advised by the branch manager. Previous Industry experience within the Plumbing & Heating merchant sector is essential.

RELATIONSHIPS**RESPONSIBLE TO:**

Branch Manager

LIAISON WITH:

Branch Managers, Customers, Company Management and Directors

MAIN TASKS OF JOB:**RESPONSIBILITIES**

1. Interacting with customers, understanding their requirements and providing them with the necessary product.
2. Assist the branch manager to maintain the required level of sales & profit to deliver growth and branch stability.
3. Ensuring the proper billing and procurement of payment for the product.
4. Attending telephone enquiries and giving necessary details to customers and taking orders.
5. To obtain good all-round knowledge of company products and to provide customers with all the relevant technical and specification information.
6. Ensuring the proper storage and inventory of all products and parts. Forklift truck license and experience is also essential.
7. Maintain required levels of inventory and reporting any loss or damages to the line manager.
8. Assisting in filling purchase orders and other related documentations.
9. To undertake any training that may be identified by the company to update and improve your performance or to further develop your job role.
10. Carry out your daily tasks and responsibilities in an efficient and timely manner in line with your managers instructions

You may be required to perform other duties that may be reasonably expected of you within the company. Amendments may be made to your job description from time to time in relation to our changing needs and your own ability.