

D.W Nye Ltd  
Dorking Road  
Kingsfold, Horsham  
West Sussex, RH12 3SD

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E: enquiries@dwnye.co.uk  
W: [dwnye.co.uk](http://dwnye.co.uk)



## **Counter and Warehouse/Yard Assistant** **Job Spec**

### **The Company:**

D.W Nye Ltd are a family run business who were founded in 1985 and over the last 30+ years have established themselves in being a leading building materials supplier.

### **Main purpose:**

Working on the Sales Counter, the main purpose of your role will involve proactively maximizing sales, whilst developing and maintaining good customer relations within the branch. This role is also supporting the warehouse/shop function ensuring this is clean, replenished and organized at all times.

### **Main Duties:**

#### **Warehouse Duties:**

- Attend to customers and the loading of vehicles.
- Prepare materials for delivery in the designated loading areas.
- Load Company vehicles.
- Unload and check the quantities and quality of goods delivered into the warehouse.
- Report shortages and damages to office staff before signing for goods.
- Put deliveries away in correct areas.
- Keep the warehouse clean and tidy throughout the working day.
- Report and stock breakages or damages to office staff.
- Any other reasonable management request.

#### **Counter/Shop Duties:**

- Be the first point of contact for customers arriving at the branch.
- Deliver high customer service to customers over the trade counter and over the telephone when required.
- Provide good technical advice on products to customers.
- Picking of goods.
- Follow policies and procedure relating to documentation for cash and account transactions and stock movements.
- Keep the shop area well stocked and in a neat and orderly fashion.
- Collaborate with supplier representatives to ensure merchandising standards are to an excellent level and maintained.
- Giving expert advice to customers regarding products.
- Assist with regular stock checks and annual stock takes.
- Handling customer complaints in a professional and diplomatic way.
- Follow cashing up procedures at the end of the day.
- Liaise with Senior Buyer/Sales Team Leader for any stock related issues or shortages

#### **Essential Requirements:**

- Able to demonstrate an interest in general building, hardware, timber products.
- Able to deal with customer queries and complaints in a polite and courteous manner.
- Well organised with a methodical way of working.
- Detail conscious.
- Able to manually lift and carry loads.
- Basic numeracy skills.
- Works neatly, tidily and safely.

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- Excellent Face to Face customer service.
- Ability to be a brand representative.

**Package:**

- Hours: 8am-4pm Saturday and Sunday 10am-3pm, with availability for overtime if the business requires it.
- Onsite Parking, uniform provided, work related functions, Employee Assistance Programme (EAP), subsidiaries provided.
- Salary - TBC