

Counter and Sales Assistant
Job Spec

The Company:

Fixings & Powertool Center is the one stop shop for all your tool and fixing requirements. Established over 20 years ago and with a wealth of experience in tools and consumables for the construction industry, our team of specialists offer product knowledge, in depth stocking and competitive pricing.

Main purpose:

To serve customers by selling products to meet customer needs.

Main Duties:

- Participate in the day to day running of the trade counter, shop and sales office.
- Advise and recommend on appropriate products.
- Assist customers in the selection and purchase of items.
- Follow policies and procedure relating to documentation for cash and account transactions and stock movements.
- Load goods into customer vehicles as required.
- Keep the shop area well stocked and in a neat and orderly fashion.
- Giving expert advice to customers regarding products.
- Assist with regular stock checks and annual stock takes.
- Dealing with telephone and email enquiries, quotations and orders.
- Handling customer complains in a professional and diplomatic way.
- Follow cashing up procedures at the end of the day.
- Any other reasonable management request.

Person Specification:

The successful candidate must have;

- Good interpersonal skills.
- Good numeracy skills.
- Able to demonstrate knowledge of general building, fixings, power tools and metalwork
- Experience of working in a sales and customer-focused environment.
- Experience of and proficient in using a till system.
- Experience of and proficient in the use of email.
- Able to develop positive, ongoing relationships with repeat customers.
- Able to identify additional sales opportunities on the spot.
- Able to deal with customer queries and complaints in a polite and courteous manner.
- Self-starter and able to take initiative regarding levels of stock.
- Detail conscious.
- Able to manually lift and carry loads as required.

Package:

- Hours: Monday to Friday 7am-5pm, alternative weekends 8am-1pm.
- Salary: £22k-£24K (depending on experience)
- Onsite Parking, Employee Assistance Programme, subsidiaries provided.