ROMERILS

# JOB DESCRIPTION

## Sales Consultant
## Tools Showroom

### Our Vision
We are a vibrant retail & trade market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want. 'Best of the Best' in customer service is at the heart of all we do.

### Our People
To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

### The Departments
The Tool Department sells varying ranges of tools, accessories, work wear and other associated items.

### The Role
The purpose of the role is to maximise all sales opportunities at the highest level of profitability by giving comprehensive and professional advice whilst providing the highest level of customer service.

### Reporting Lines
Reports to the Manager of the Department, the Assistant Manager or the Supervisor

### Standards
- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All colleagues are expected to work as part of the team
- ✓ All colleagues are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

## PERSON SPECIFICATION

Tools – the different types of tools, or equipment – legislation regarding knives etc. is beneficial but not essential.

### Skills required:

| | | |
|---|---|---|
| Effective verbal and listening | Selling skills | Numerate |
| Initiative | Problem solving | Prioritisation |
| Self-management | Time management | Keyboard skills |

### Attributes:

| | | |
|---|---|---|
| Flexible | Reliable | Logical |
| Accurate | Organised | Common sense |
| Calm under pressure | Eye for detail | Meets deadlines |

## PRINCIPLE DUTIES

1. Dealing with day-to-day sales, face to face and on the telephone
2. Maximising all sales opportunities at the highest level of profitability
3. Providing advice and guidance on products
4. Building solid working relationships with customers and suppliers
5. Ensuring all displays, sales and stock areas are kept clean, tidy and well stocked
6. Ensuring security of products on sale and in stock
7. Processing paperwork as necessary
8. Liaising with suppliers and customers
9. Help organising displays

### Changes

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.