



# R O M E R I L S

## **JOB DESCRIPTION** **SALES ASSISTANT / STORE PERSON** **BUILDERS MERCHANT**

### **Our Vision**

To be Jersey's leading supplier of building materials to the Trade, Retail, and DIY sectors. Delivering the **"Best of the Best"** in customer service is at the core of everything 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 Department**

The Trade Centre supplies trade and retail customers with plumbing, heating and building materials. We know and engage with our customers, which gives us knowledge on delivering what they want.

### **The Role**

This is a dual-purpose role combining trade counter sales with store and yard responsibilities. You'll assist both trade and retail customers by offering knowledgeable advice, processing orders efficiently, and ensuring goods are stored and handled safely. Your focus will be on delivering excellent service and keeping the store and yard running smoothly.

### **The main responsibilities of the role are:**

- Sales and Customer Service
- Stock management

### **Reporting lines**

Reports to the Branch Manager, the Assistant Manager, or Trade Counter Supervisor

### **Standards**

- ✓ Deliver excellent service to all customers, internal and external
- ✓ Be honest, reliable, and professional at all times
- ✓ Follow standard procedures and health & safety protocols
- ✓ Take pride in your work and support the overall success of the branch
- ✓ 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 staff are expected to work as part of the team.
- ✓ All staff are expected to work efficiently and accurately.

## PERSON SPECIFICATION

### Knowledge of:

- General building materials: timber, blocks, bricks, cement, aggregates
- Roofing and drainage: tiles, felt, guttering, manhole covers
- Decorating and finishing: plasterboard, insulation, doors, windows
- Landscaping: paving, fencing, decking
- Tools, fixings, and site consumables

*Preferred, but not required as full training will be given.*

### Skills & attributes required:

- Friendly, helpful, and customer-focused
- Strong communication and relationship-building skills
- Organised and accurate with paperwork and stock
- Team player with a hands-on, can-do attitude
- Willing to learn product knowledge and safety procedures
- Comfortable working both indoors and outdoors in all weather conditions
- Numerate

### Personal qualities

Trustworthy & reliable  
Flexible

Honest  
Calm under pressure

Professional & personable  
Tact and discretion

## PRINCIPLE DUTIES

### Trade Counter Sales & Customer Service

- Serve customers at the trade counter and over the phone with professionalism and a positive attitude
- Maximise sales by understanding customer needs and offering appropriate product solutions
- Maintain a clean, well-organised sales area and ensure displays are presentable
- Process orders, returns, credits, and other paperwork accurately and in line with company procedures
- Build strong relationships with local builders, contractors, and DIY customers
- Assist with customer queries and resolve issues promptly, escalating when needed
- Work collaboratively with colleagues across all areas of the branch

### Store & Yard Operations

- Pick and prepare orders for customer collection or delivery
- Load and unload vehicles safely, ensuring goods match delivery notes and are damage-free
- Store materials correctly and safely, keeping stock areas clean and accessible
- Support regular stock checks and report discrepancies
- Maintain safe handling procedures for all goods and equipment

### 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 of a similar nature that fall within the capabilities of the role holder, as directed by management.