



ROMERILS

JOB DESCRIPTION

Sales Consultant

Tools & Ironmongery

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 & Ironmongery Departments sells varying ranges of tools, accessories, work wear and other associated items as well as a large selection of architectural ironmongery for home and commercial use; everything from nails and fixings to exclusive door furniture, shelves, wall brackets etc.

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



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PERSON SPECIFICATION

Knowledge or experience within Ironmongery or 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.