



R O M E R I L S

JOB DESCRIPTION **SALES ASSISTANT / STORE PERSON** **TRADE CENTRE**

Our Vision

To be Jersey's leading supplier of domestic & commercial plumbing and heating equipment for the Trade, Retail, and DIY enthusiast. '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 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. We therefore insist on having knowledgeable staff to advise on plumbing, heating, drainage and building materials.

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.

The main responsibilities of the role are:

- Sales and Customer Service
- Stock management

Reporting lines

Reports to the Department Manager, the Assistant Manager or the Supervisors

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 staff are expected to work as part of the team.
- ✓ All staff are expected to work efficiently and accurately.
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times.

PERSON SPECIFICATION

Knowledge of:

Domestic & commercial plumbing and heating, including radiators, oil tanks and underfloor heating, building materials and drainage equipment

Iron, steel and lead	Velux roof lights
Tiles and associated products	Sanitaryware
Felt roofing materials	Spanish and man-made slate

Skills required:

Effective communication	Effective reading & writing
Selling skills	Relationship building
Team working	Problem solving
Numerate	Accurate

Attributes

Willingness to learn	Logical	Initiative
Common sense	Meets deadlines	Follows instructions

Personal qualities

Trustworthy & reliable	Honest	Professional & personable
Flexible	Calm under pressure	Tact and discretion

PRINCIPLE DUTIES

Sales

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. Answering telephone enquires whilst conforming to Company policy.
4. Building solid and effective working relationships with customers and suppliers
5. Gaining a thorough technical knowledge of the different features and benefits of each product.
6. Processing paperwork accurately and in a timely manner
7. Responding quickly to customer complaints and advising the Department Manager of the action required.
8. Supporting staff in other areas as and when necessary
9. Implementing Company policies on returns, credit and prices.
10. Ensuring all display and sales areas are kept clean and tidy
11. Ensuring security of products on sale
12. Helping organise displays
13. Being pro-active in learning the local retail and trade market place

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Stores

1. The retrieval of goods prior to dispatch, including checking for quantity and quality.
2. The loading of goods on to customers' vehicles.
3. The removal of goods from vehicles, including checking for quantity and quality.
4. The storing of goods as directed or undertaken under own initiative in the correct location.
5. Being part of a "team effort" to organise safe systems for handling loads.
6. Keeping storage areas clean and tidy.

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.