

**Job Description**

<b>Job Information</b>	
<b>Job Title</b>	Branch Apprentice
<b>Business</b>	Electricbase
<b>Reports to</b>	Branch Manager

**Job Summary**

To provide excellent customer service to everyone who you come into contact with on a daily basis. This includes customers, colleagues, suppliers and other internal departments. You will do this whilst learning & developing through gaining practical, project & study based experience. This one year programme will lead to a Level 2 Apprenticeship in Customer Service.

- Typical Tasks & Activities**
- Participate fully in the day to day operation of the branch, in order to ensure that our customers receive the best customer service.
  - Make the most of your Apprenticeship by attending all meetings relating to the scheme and take full advantage of the learning opportunities available to you.
  - Commit to and maximise the use of 20% of working hours provided for “off the job” training.
  - Demonstrate an enthusiastic, flexible and resilient attitude when dealing with both customers & colleagues.
  - Work as part of a team within the branch to meet required deadlines and or targets
  - Understand that the role is a mix of all aspects of the business from office and computer based tasks, dealing with customers face to face, and on the phone.
  - Make suggestions for improving the way we work using your skills and knowledge which you bring to this role.
  - You’ll be given the training to fully contribute to the branch, which will include safely loading company and customer vehicles

<b>Skills &amp; Experience</b>	
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Keen to learn, with the desire to develop further.</li> <li>• Wants an interesting role, with varied opportunities for progression.</li> <li>• Flexible and adaptable as no two days are ever the same.</li> <li>• Warm and friendly.</li> </ul>	<p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• Organised, able to manage time efficiently.</li> <li>• Someone who keeps their promises and gets the job done.</li> <li>• Understands the importance of working safely and following health and safety instructions.</li> <li>• Basic computer skills.</li> </ul>	
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<b>Our Winning Ways</b>
<p><b>Know Your Stuff</b></p> <ul style="list-style-type: none"> <li>• Be the best at what you do and understand your customer</li> </ul> <p><b>Don't Walk Past a Problem</b></p> <ul style="list-style-type: none"> <li>• Make it a safe place to be</li> <li>• Ask for help if you need it</li> <li>• Take action to get things sorted</li> </ul> <p><b>Find a Better Way</b></p> <ul style="list-style-type: none"> <li>• Think differently and share new ideas</li> <li>• Make smart choices</li> </ul> <p><b>Build Trust</b></p> <ul style="list-style-type: none"> <li>• Listen with an open mind</li> <li>• Respect everyone</li> <li>• Keep your word</li> </ul> <p><b>Team up and Beat the Competition</b></p> <ul style="list-style-type: none"> <li>• Help others to be successful</li> <li>• Celebrate achievements</li> <li>• Work as one Grafton Team</li> </ul> <p><b>Be our Customers' Favourite</b></p> <ul style="list-style-type: none"> <li>• Go the extra mile</li> <li>• Be attentive</li> <li>• Make them feel valued</li> </ul>