

Job Description

Job Information	
Job Title	Branch Assistant
Business	Buildbase
Working Hours	Monday – Friday between 7.30am – 5pm and alternate Saturdays 8am – 12pm.
Reports to	Branch Manager

Job Summary

To provide our customers with a knowledgeable, friendly and dependable service whilst optimising branch sales and profit. The applicant will be responsible for the upkeep, organisation and control of the branch, including the warehouse, showroom and yard (where applicable).

Typical Tasks & Activities

General:

- Ensure that company policies are followed at all times when producing paperwork associated with sales.
- Liaise with suppliers where necessary.
- Support the Branch Manager and colleagues in working as a team to ensure the branch operates efficiently and effectively within company policy.
- Actively safeguard against theft of company goods or property by being security conscious at all times.
- Work and communicate as a team member to ensure the branch operates efficiently and effectively within company policy.
- Perform any other duties as may be deemed necessary or as may be required by the company.

Sales/Trade Counter:

- Build effective working relationships with customers in order to understand their requirements ensuring that the correct products are supplied.
- Use initiative to identify sales opportunities and offer advice and solutions to customers, thus maximising profitable sales.
- Maintain a clean, tidy and well maintained merchandised counter area in line with company policy and ensure a tidy working environment at all times both at front and back of the branch in line with health and safety guidelines.

Warehouse/Yard/Driving:

- Receive and check off deliveries to the branch, highlighting any anomalies and ensuring secure, correct and timely storage of such deliveries in line with health and safety guidelines.
- Ensure that the warehouse is kept tidy at all times, that stock is clearly identifiable and low stock levels highlighted to branch management where necessary.
- Ensure that the van is used, driven and maintained in an appropriate and courteous manner in line with legislation, health and safety guidelines and company policy.
- Provide an efficient, timely and dependable delivery service.
- Be responsible for ensuring all orders are correctly loaded onto the delivery vehicle in line with health and safety procedures and proper documentation is completed prior to departure in order that goods can be tracked.
- Ensure that delivery notes have correct signatures and COD deliveries are collected as per company policy.
- Report any vehicle defects immediately to line/branch manager.

Skills & Experience

Essential:

- Ability to meet and exceed branch bonus targets
- Able to comply with health and safety requirements/regulations
- Must be tidy and organised with a keen eye for detail
- Should be prepared to use initiative when delivering orders to ensure that the customer's needs are met whilst not compromising health and safety regulations.
- Must be prepared to fully support the Branch at the twice yearly stock-take.

Desirable:

- Experience of working within a Builder's Merchants
- Hold a Forklift Truck Licence

Our Winning Ways

Know Your Stuff

- Be the best at what you do and understand your customer

Don't Walk Past a Problem

- Make it a safe place to be
- Ask for help if you need it
- Take action to get things sorted

Find a Better Way

- Think differently and share new ideas
- Make smart choices

Build Trust

- Listen with an open mind
- Respect everyone
- Keep your word

Team up and Beat the Competition

- Help others to be successful
- Celebrate achievements
- Work as one Grafton Team

Be our Customers' Favourite

- Go the extra mile
- Be attentive
- Make them feel valued