

JOB TITLE

JOB DESCRIPTION

JOB INFORMATION

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| Job Title | Branch Assistant |
| Business | Electricbase |
| Reporting To | Branch Manager |

JOB SUMMARY

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

TASKS & ACTIVITIES

General/Administration:

- 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.
- File data and perform other routine clerical tasks as assigned and for other departments as needed.
- 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/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:

- Should be willing to be flexible in duties undertaken
- Must be tidy and organised with an 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
- Understands the importance of working safely and following health and safety instructions.
- Basic computer skills.
- Must be prepared to fully support the Branch at the twice yearly stock-take.

Desirable:

- Experience working within the electrical wholesale industry

OUR VALUES



We have the
know-how



We get
stuck in



We stand
together



We get
it done

WE HAVE THE KNOW-HOW



Our customers rely on us to understand their trade, so we work hard to make sure we know our stuff.

We train our teams to be the best they can be, to build on their skills and to share their knowledge.

WE GET STUCK IN



This is a “roll your sleeves up” business.

We are all willing to muck in and get our hands dirty to make Buildbase brilliant.

Everyone in Buildbase has a can-do attitude and we take pride in everything we do.

WE STAND TOGETHER



Buildbase is one family

We work together across teams, look out for each other and our number one priority is to make sure everyone goes home safe.

No matter what their background, we respect each other and value everyone’s contribution.

Our people are proud of the part they play in their local communities and we all do our bit to protect the environment and support charities large and small.

WE GET IT DONE



Through the resilience and determination of our people we deliver on our promises and that’s why our customers trust us to get the job done.

We will always go the extra mile to make sure we are brilliant at what we do, whether we are based in branch, in the office or on the road.