

JOB DESCRIPTION



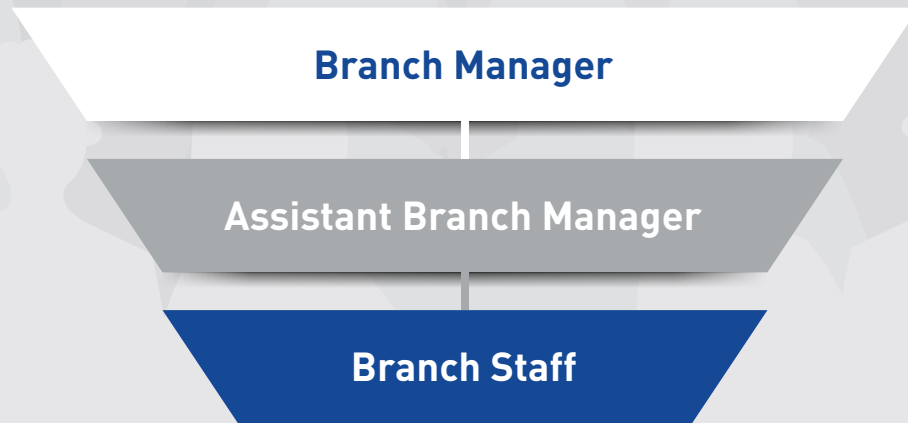
Job Details

Job Title: Assistant Branch Manager

Reports to: Branch Manager

Job Holder:

Organisation Chart



(Local Variations may apply)

Job Purpose

To assist the Branch Manager with developing sales and maximising profitability through building successful relationships within the designated customer base and by managing Branch staff to support the strategy of...

Be the REFERENCE Tile Distributor for customers and suppliers with the best teams.

Knowledge, Skills, Qualifications & Experience Required

- Driving License (essential).
- English and Math's GCSE or equivalent desirable.
- Customer focused – Puts customer first and is able to grow sales through customer relationships.
- Results focused - Sales Driven, delivers on promises and reaches targets.
- Market Knowledge – Knows their customers and looks to enhance own knowledge of the local market.
- Product Awareness – Is interested in learning about products and knows where to find the relevant information.
- Commercially aware – Knows the impact of margin on branch profitability and is able to trade to maintain margin at maximum levels.
- Listening & Communication skills (written and verbal) – Uses skills to build customer and peer relationships.
- Team Leadership & People Development – Ability to support the team with day to day queries and acts as first line support to Branch Manager.
- Teamwork – Actively contributing to the success of CTD through positive teamwork with peers, colleagues, suppliers and the local community.
- Computer Systems Literate – Able to use Microsoft outlook, Microsoft office and Kerridge systems in order to complete the job requirements.
- Knowledge of the business processes inc. Health & Safety and business controls.

Key Result Areas

- Assist Branch Manager in achieving Branch targets through exploiting chosen market measured by Sales, PBIT, Margin, Stock, Productivity, Debtors.
- Ensure branch standards are maintained.
- Assist as required in all aspects of Branch management – customer service, sales (face to face and over the phone), warehouse, stock control, staffing issues.
- Satisfy customer orders by carrying out goods-received and general stock control duties.
- Deputise for BM in their absence.
- Deal with customers face to face and offer specific advice to customers on products and their use.
- Take and make customer orders over the phone.
- Unload vehicles efficiently, check deliveries and put away stock as necessary, pick items to fulfill customer orders.
- Maintain a clean, tidy and safe working environment in branch.
- Participate in stock management process.
- Continuously improve customer service.
- Complete training activity for core skills, own role and multi-skilling.
- Comply with Company policy and procedures.
- Keep self up to date with changes in relevant regulations, legislation, market developments, products, company news.
- Act in a professional manner providing an example to staff.
- Demonstrate and encourage flexibility in order to improve efficiency and effectiveness of the overall business.

Measurement: Sales, PBIT, Margin, Stock, Productivity

Communications & Working Relationships

External

- Customers
- Suppliers

Internal

- Branch Manager
- Regional/Area Manager
- Other Branch staff

Dimensions & Decision Making

- As agreed with line manager
- Direct Reports