

# JOB DESCRIPTION



## Job Details

Job Title: Branch Assistant

Reports to: Branch Manager

Job Holder:

## Organisation Chart

**Regional Manager**

**Branch Manager**

**Branch Assistant**

(Local Variations may apply)

### Job Purpose

To develop sales and maximise branch profitability through selling at our counters and in our showrooms, trade counters and over the phone and by providing exceptional customer service to support the CTD Group strategy of being...

***“The REFERENCE Tile Distributor for customers and suppliers with the best teams.”***

### Knowledge, Skills, Qualifications & Experience Required

- Customer Service – Desire to please the customer both face to face and over the phone.
- Sales drive – Using customer relationships to increase sales through added value and link selling.
- Communications skills – Greeting and building rapport with customers. Ability to use questions to help find solutions to customer’s problems.
- Confident & friendly telephone manner.
- Trade Counter Sales experience (desirable not essential).
- Knowledge of general warehouse duties (desirable not essential).
- Showroom sales experience (desirable not essential).
- Product Knowledge - Is interested in learning about products and knows where to find the relevant information.
- 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.
- Clean driving license (desirable).

## Key Result Areas

- Deal with customers face to face.
- Ensure branch standards are maintained.
- Have a welcoming and confident approach when dealing with the public.
- Offer exceptional customer service even when under pressure.
- Ensure showroom displays are accurate, current, clean & tidy.
- Ensure POS up to date.
- Take and make customer orders over the phone.
- Offer specific advice to customers on products and their use.
- Carry out all cash transactions, refunds and till processes accurately and in accordance with branch procedures.
- Pick items to fulfill customer orders.
- Inform customers in advance of delivery to highlight problems and indicate approximate delivery time.
- When required check any incoming products against the Proof of Delivery, complete documentation as required and report damaged or missing products to Branch Manager.
- Ensure that returns are dealt with in a prompt and efficient manner.
- Participate in stock management process and PPI.
- Maintain a clean, tidy and safe working environment in branch specifically the Sales Counter.
- Continuously improve customer service.
- Complete training activity for core skills, own role and multi-skilling.
- Comply with relevant legislation and company policy and procedures (H&S, HR, business controls).
- Keep up to date with changes in relevant regulations, legislation, market developments, products, company news.
- Demonstrate flexibility and team-working in order to improve efficiency and effectiveness of the overall business.
- Ad hoc duties as and when required to meet business needs.

## Communications & Working Relationships

### External

- Customers
- Suppliers

### Internal

- Branch Manager
- Assistant Branch Manager
- Other Branch staff

## Dimensions & Decision Making

- Compliance with company administration policies and procedures
- Customer service measurements