

Job Description

Job Information	
Job Title	Branch Assistant
Business	Electricbase
Reports 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).

- Typical 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	
<p>Essential:</p> <ul style="list-style-type: none"> • 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. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Experience working within the electrical wholesale industry

Our Winning Ways
<p>Know Your Stuff</p> <ul style="list-style-type: none"> • Be the best at what you do and understand your customer <p>Don’t Walk Past a Problem</p> <ul style="list-style-type: none"> • Make it a safe place to be • Ask for help if you need it • Take action to get things sorted <p>Find a Better Way</p> <ul style="list-style-type: none"> • Think differently and share new ideas • Make smart choices <p>Build Trust</p> <ul style="list-style-type: none"> • 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