

TRADE COUNTER SALES

JOB REF: 0526

Our client is a well-established industrial equipment/products retailer with locations throughout the UK and Ireland. Due to significant growth, they are seeking to recruit a credit controller in order at their Mid-Ulster Branch.

Job Purpose

Reporting to the Branch Manager, the person appointed will work alongside other trade counter staff to deal with the public coming in to buy industrial machinery, power tools, hand tools, consumable items, clothing, and all other products available in-store.

Responsibilities:

- Deal with people coming into the store, offering advice on the products available with regard specification, pricing and availability.
- Build customer relationships, rapport and trust so that they are happy with the items they purchase and with the level of customer service provided.
- Process all customer purchases through the cash register system ensuring accuracy of pricing and financial amounts taken/returned to customer.
- Process 'customer accounts' accurately ensuring items purchased are authorised and accurately added to the customer account record.
- Handle all telephone enquiries coming into the trade counter and offer friendly, professional and accurate advice at all times.
- Deal with any customer complaints/issues professionally and quickly with regard faulty/damaged products or products being submitted for service/repair.
- Work closely with other team members, especially the field sales team as and when required.
- Develop, update and maintain a database of existing and potential customers.
- Demonstrate the technical ability of products to potential customers when required.
- Assist with stock replenishment on the shelves/floor and assist with stock-taking as and when required.
- Provide regular information to assist management with decision making.
- Adherence to the Company Health & Safety Policy.
- Any other duties within reason and capability associated with this role.

Person Specification

<i>Criteria</i>	<i>Essential</i>	<i>Desirable</i>
Qualification/ Attainments	<ul style="list-style-type: none"> 5 GCSE's (or equivalent) grade C or above, including Maths and English 	<ul style="list-style-type: none"> A level's
Relevant Experience	<ul style="list-style-type: none"> Minimum 2 years in a mechanical or sales environment Understanding of tools, welders, and/or products used in the engineering workshops in local area 	<ul style="list-style-type: none"> Previous experience working on a tools trade counter
Special Aptitudes	<ul style="list-style-type: none"> Ability to communicate effectively Knowledge of counter IT system Technical knowledge of power/hand tools/other equipment Excellent customer service skills 	
Disposition	<ul style="list-style-type: none"> Attentive to detail Able to work under pressure Dependable and reliable Enthusiastic, energetic self-starter able to work on own initiative Team Player 	<ul style="list-style-type: none"> Good commercial awareness
Circumstances	<ul style="list-style-type: none"> Available to work flexible hours Willingness and ability to travel throughout region and overseas Current driving licence 	

Contact Donna McGurk on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.

DATA PROTECTION

SPECTRUM EMPLOYMENT SOLUTIONS comply with the General Data Protection Regulations (GDPR) and collects, processes and stores all personal data solely for the purpose of finding applicants suitable employment opportunities. By submitting your personal details (CV) to us, you are giving us consent to process and store your data for this purpose. We only share your personal data with third party processors and with potential employers who are essential for us in providing this service.