

Trade Counter Assistant

Merton

Trading since 1945, HRP is one of the longest established refrigeration and air conditioning wholesalers in the UK.

HRP has a strong pre and after sales support for an impressive portfolio of products. All products are available locally from a national network of 14 branches.

We have a vacancy for a Trade Counter Assistant at our Merton branch.

As the Trade Counter Assistant, you will be expected to deliver a high level of customer service in operational and sales activities, ensuring customers receive a fast and efficient response to sales enquiries, building customer loyalty and enhancing the company's reputation for service

Your main duties will be:

- Provide a friendly and helpful response to customer enquiries to their total satisfaction in order to contribute to the management team's goal of improving service levels to be the best in the industry;
- Accurate and regular order entry to help achieve minimum time delay between receipt of order and dispatch of goods, therefore maximising sales / stock turnover;
- Resolve customer queries / complaints to the satisfaction of all parties;
- Identify and investigate with internal / external employees potential problems to ensure the smooth flow of order and customer satisfaction;
- Goods inwards, picking, packing, loading and off-loading vehicles;
- Occasional multi-drop driving;
- Participate in the annual stock take.

To be a successful Trade Counter Assistant you will have the following skills and experience:

- Previous relevant experience would be an advantage.
- Ability to operate a forklift truck is desirable, but not essential; training will be given.
- Familiarity with computerised despatch systems would be an advantage.
- Effective communication skills are essential.
- Computer literacy.
- Due to the nature of the role, a full UK driving licence is required.

Your normal working hours will be based on a 40 hour working week, usually Monday to Friday.

The ideal candidate will be a flexible person who enjoys working as part of a small team.

Please apply by email attaching your current CV and salary expectations to:

recruitment@beijerref.co.uk

Tel. 01372 389221



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www.hrponline.co.uk