CORYS ELECTRICAL LIMITED

POSITION DESCRIPTION

Role Title:	**Storeperson/Sales**
Reports To:	**Branch Manager**

PURPOSE OF THE ROLE
Receive, dispatch, and check all inwards and outwards goods movement ensuring accuracy and integrity of all documentation is maintained. Deliver customer orders on time and in full as required. To provide prompt and professional customer service, maximise sales opportunities, and ensure the branch is kept clean and tidy.

KEY TASKS	DELIVERABLES
Sales	• Professionally handle all customer inquiries, sales and estimates • Invoice, pick, pack and despatch sales reps' orders the day they are received • Keep warehouse and counter area clean and tidy • Process all relevant paperwork in an accurate and timely manner.
Inwards/Outwards goods	• Maintain accurate documentation for all inwards and outwards goods • Deliver customer orders to their worksite or workshop • Accurately pick, pack and dispatch all outwards goods and transfers using approved freight providers, and processes in a timely manner • Keep inwards goods area clean and tidy - inside the warehouse and outside • Manage all inwards goods movements and follow through with any discrepancies that arise • Receipt goods in accordance with our policies and procedures • Raise a computer Purchase Receipt and produce a bar code label for all inwards goods • Label all inwards goods and place in correct stock location.
Customer Focus	• Maintain courteous and friendly relationships with the company's clients • Professionally handle all customer inquiries when required for team members.
Inventory/Stock control	• Assist with stock takes • Assist with stock control as required by manager • Look for opportunities to move slow moving/obsolete stock by returning it to suppliers, transferring to other branches or selling it.
Team and Individual Performance	• Attend training courses as required to upgrade product knowledge and system enhancements • Adhere to company policies and procedures at all times • Perform any other duties that may be required from time to time as

	reasonably requested by your Manager • Attend all staff meetings • Adhere to all company Health and Safety processes and procedures to ensure a safe working environment

KEY RELATIONSHIPS	
Internal • Branch Manager • Other Branch Team Members • Sales Support Teams • Regional Manager	**External** • Customers (current & potential) • Other Aligned Businesses • Suppliers • Freight Companies

PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES	
Influences Others	Appropriately persuades or influences a customer to accept a point of view or take a course of action which directly or indirectly generates sales.
Customer Focus (Internal & External)	Effectively meets customers' requirements; builds productive customer relationships; takes responsibility for ensuring customer satisfaction
Initiates Action	Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive.
Maximises Competitive Advantage	Has the ability to maximize competitive advantage.
Managing the Job	Effectively manages multiple demands upon time to ensure tasks are completed on schedule.
Builds Trust	Interacts with others in a way that gives them confidence in your intentions and those of the company.
Contributes to Team Success	Actively participates as a member of a team to move the team towards the completion of goals.
Innovate	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED
Experience / Knowledge • Around 2 –3 years' experience in a customer service environment • Ability to quickly learn about the company's products • Intermediate level of computer literacy • Product presentation and sales skills • A technical or electrical background is desirable • High level of personal presentation skills.

OCCUPATIONAL HEALTH & SAFETY

PHYSICAL CONSIDERATION
Corys Electrical is committed to ensuring that employees' health and safety is not compromised either by the work environment or by work process and procedures. The company makes every effort to – • Provide a safe and healthy work environment; and • Reduce the risk to employees arising from identified hazards. The company takes all reasonable steps to ensure that individuals are not appointed to positions which will endanger their health. It also ensures that all significant hazards associated with positions are identified. As part of its occupational health and safety practices, the company may require a prospective employee to complete a health questionnaire prior to any offer of employment, in order to ensure that potential risks to employees are identified.

POTENTIAL HAZARDS

ACTIVITY	HAZARD
Computing	• Use of computer monitor • Repetitive strain injury • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles • Use of forklifts
Warehousing	• Stacked product/obstacles • Manual handling and lifting • Spillages and slippery surfaces • Chemicals
Telephone use	• Cradling of receiver • No usage of headset