

**CORYS ELECTRICAL LIMITED**

**POSITION DESCRIPTION**

<b>Role Title:</b>	<b>Customer Service and Sales</b>
<b>Reports To:</b>	<b>Branch Manager</b>

<b>PURPOSE OF THE ROLE</b>
Provide prompt and professional customer service, maximise sales opportunities, and ensure the branch is kept clean and tidy. To operate the delivery vehicle in a manner which complies with the law, ensuring loads are safe and secure. Deliveries are conducted in a timely, friendly and efficient manner.

<b>KEY TASKS</b>	<b>DELIVERABLES</b>
<b>Counter Sales</b>	<ul style="list-style-type: none"> <li>• Professionally handle all customer inquiries, sales and estimates</li> <li>• Invoice, pick, pack and despatch sales reps' orders the day they are received</li> <li>• Keep warehouse and counter area clean and tidy</li> <li>• Assist with inwards/outwards goods as required</li> <li>• Process all relevant paperwork in an accurate and timely manner.</li> </ul>
<b>Delivery Duties</b>	<ul style="list-style-type: none"> <li>• Ensure all documentation relating to vehicles, consignments and company records is completed accurately and on time</li> <li>• Operate the delivery vehicle and/or trailer in accordance with the Road Code and the requirements of the Health &amp; Safety at work legislation</li> <li>• Ensure loads are secured and compliant with the Load Code regulations</li> <li>• Maintain a working knowledge of and comply with practical loading weights of truck and trailer</li> <li>• Ensure delivery vehicle is maintained to a high company standard as outlined in company policies</li> <li>• Report all accidents and incidents in accordance with statutory procedures</li> <li>• Ensure all vehicle faults are reported immediately to the Branch Manager for prompt maintenance.</li> </ul>
<b>Inventory/Stock control</b>	<ul style="list-style-type: none"> <li>• Assist with stock takes</li> <li>• Assist with stock control as required by manager</li> <li>• Look for opportunities to move slow moving/obsolete stock by returning it to suppliers, transferring to other branches or selling it.</li> </ul>
<b>Team and Individual Performance</b>	<ul style="list-style-type: none"> <li>• Attend training courses as required to upgrade product knowledge and system enhancements</li> <li>• Adhere to company policies and procedures at all times</li> <li>• Perform any other duties that may be required from time to time as reasonably requested by your Manager</li> <li>• Attend all staff meetings.</li> </ul>

**KEY RELATIONSHIPS****Internal**

- All Branch Team Members
- Sales Support Teams
- Regional and Operational Managers
- Other Branches

**External**

- Customers (current & potential)
- Other Aligned Businesses
- Suppliers

**PERSON SPECIFICATION****BEHAVIOURAL COMPETENCIES**

<b>Customer Focus (Internal &amp; External)</b>	Effectively meets customers' requirements; builds productive customer relationships; takes responsibility for ensuring customer satisfaction
<b>Influences Others</b>	Appropriately persuades or influences a customer to accept a point of view or take a course of action which directly or indirectly generates sales
<b>Initiates Action</b>	Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive
<b>Maximises Competitive Advantage</b>	Has the ability to maximize competitive advantage
<b>Managing the Job</b>	Effectively manages multiple demands upon time to ensure tasks are completed on schedule
<b>Builds Trust</b>	Interacts with others in a way that gives them confidence in your intentions and those of the company
<b>Contributes to Team Success</b>	Actively participates as a member of a team to move the team towards the completion of goals
<b>Innovate</b>	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 keyboard skills and computer literacy
- Product presentation and sales skills
- A technical or electrical background is desirable
- High level of personal presentation skills
- Prescribed driving skills and licences
- Reasonable physical fitness.

## 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	<ul style="list-style-type: none"> <li>• Use of computer monitor</li> <li>• Repetitive strain injury</li> <li>• Occupational overuse syndrome</li> </ul>
Transport/distribution operations	<ul style="list-style-type: none"> <li>• Moving vehicles</li> <li>• Use of forklifts</li> </ul>
Warehousing	<ul style="list-style-type: none"> <li>• Stacked product/obstacles</li> <li>• Manual handling and lifting</li> <li>• Spillages and slippery surfaces</li> <li>• Chemicals</li> </ul>
Telephone use	<ul style="list-style-type: none"> <li>• Cradling of receiver</li> <li>• No usage of headset</li> </ul>