

Role Title:	Counter Sales/Inventory Control
Reports To:	Branch Manager

PURPOSE OF THE ROLE
Provide prompt and professional customer service, maximise sales opportunities, and ensure the branch is kept clean and tidy. Ensure the successful management of the branch inventory by monitoring and maintaining stock levels, coordinating stocktakes, cyclic counts and ensuring discrepancies are thoroughly investigated to a satisfactory outcome.

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 • Assist with inwards/outwards goods as required • Process all relevant paperwork in an accurate and timely manner.
Stock Order Management	• Use "Planned Purchase Orders to manage Stock Ordering and Customer Requirements • Follow up on and action Outstanding Purchase Orders with Suppliers • Monitor and flag any "Abnormal Demand" • Ensure new code requests and new supplier requests are actioned correctly and in a timely manner.
Branch Stock Control	• Ensure all stocked products have an assigned bin location • Monitor and action stock adjustment, audit and other associated inventory reports • Make changes between "Stocked" and "Not Stocked" range flags based on Customer demands • Look for opportunities to move Not Stocked, Bad Stock or overstocked items by returning them to suppliers, transferring to other branches or selling them • Confer with the National Inventory Control team regarding inventory issues within the branch.
Stocktake & Cyclic Counts	• Follow the Stocktake & Cyclic Count Manual and carry out functions as Branch Stock Controller for all Stocktakes and Cyclic Counts. Including the 6 week prep for Stocktake • Manage the Cyclic Count programme according to the Company schedule • Manage and be available for all Stocktakes • Explain Stocktake procedures in accordance with Company Policy and delegate duties to ensure that each staff member understands their role in the process • Co-ordinate Stocktake by checking that each procedure is carried out correctly and that paperwork is updated to ensure a thorough

	and accurate Stocktake • Check paperwork for discrepancies and inconsistencies and investigate to find the causes of any variances or problems • Work with staff to develop and implement strategies to resolve identified problems and ensure that they are not repeated • Confer with the National Inventory Control team regarding significant Stocktake and Cyclic Count issues within the branch • Process and action the GRNI report / Flagging report and the EDI report • Enter the Non EDI supplier invoices.
Team and Individual Performance	• Attend training courses as required to upgrade product knowledge and system enhancements

KEY RELATIONSHIPS

Internal • Branch Team • External Branches • Regional Manager • Support Teams in Head Office	External • Customers • Suppliers
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PERSON SPECIFICATION

BEHAVIOURAL COMPETENCIES

Customer Focus	Cultivates strong customer relationships; ensures that meeting and exceeding customer requirements is the driving force behind all activity.
Initiates Action	Takes prompt action to accomplish objectives; takes action to achieve goals beyond what is required; is proactive
Results Orientation	Sets high goals; works tenaciously to meet and exceed those goals
Plans and Organises	Establishes a course of action for self and others to ensure that work is completed efficiently
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
Innovative	Generates innovative solutions; explores different and novel ways to deal with problems and opportunities.

KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED

Experience / Knowledge • Proven Inventory or stock management experience • Intermediate level of computer literacy (experience with ERP systems advantageous) • Good numeric reasoning skills • Excellent investigative skills
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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	HAZARDS
Computing	• Use of computer monitor • Occupational overuse syndrome
Transport/distribution operations	• Moving vehicles • Use of forklifts
Vehicle	• Weather conditions • Other road users • Stress and fatigue • Vehicle maintenance • Cell phone usage when driving
Warehousing	• Stacked product / obstacles
Telephone use	• Cradling of receiver rather than using a headset.