Role Title:	**Counter Sales**
Reports To:	**Branch Manager**

PURPOSE OF THE ROLE
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 • Assist with inwards/outwards goods as required • Process all relevant paperwork in an accurate and timely manner.
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 • Always adhere to company policies and procedures • Perform any other duties that may be required from time to time as reasonably requested by your manager • Attend all staff meetings.

KEY RELATIONSHIPS	
Internal	**External**
• Other Branch Team Members • Sales Support Teams	• Customers (current & potential) • Suppliers

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
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 • Basic keyboard skills and 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