



Sales Counter and Warehouse Assistant – Torquay branch

MPH Merchant and the Kellaway Group of businesses are ambitious and have a strong and determined approach to growth. To support this growth and to achieve our strategic company goals we have many development opportunities available at all levels of the business.

Salary - £22,230 to £23,205 depending on experience and ability, plus overtime, bonus and benefits

Pay & benefits:

- Job security
- Extensive opportunities for career development
- Paid overtime
- Monthly performance bonus
- A generous holiday package
- Contractual sick pay scheme
- Group pension scheme
- Free life insurance scheme
- Cycle to work scheme
- Access to a wellness and perks portal with lots of deals and savings
- Wellness package which includes GP appointments, mental health support and physiotherapy support

Hours:

- Basic 45 hours worked Monday to Friday 7.30am to 5.00pm
- Saturdays on a rota basis 8.00am to 12.00noon
- Stocktake weekend once a year

Main purpose of job:

- To ensure that the branch delivers excellent customer service by serving customers efficiently, politely and profitably, and managing stock.

Main requirements of job:

- Good customer service skills
- Knowledge of Plumbing, Heating & Bathroom products
- Sales skills
- Excellent communication skills
- Negotiation skills
- Self-motivated, ability to work as part of a team and on own initiative

Main tasks of the job:

- Identifying customers' requirements, advising on product use, selling the benefits, overcoming objections and making sales
- Proactively maximising margin
- Processing orders and sales on the computer system
- Taking and processing customer's telephone orders, in the same way as for counter sales.
- Cold calling existing customers with suggested orders etc.
- Ordering stock within the company's timescale criteria, raising purchase orders
- Receiving stock on to the computer system