

SPARKS ELECTRICAL WHOLESALERS LTD

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IN CONFIDENCE

JOB SPECIFICATION & INFORMATION

POST: Senior sales - Internal

**EMPLOYER:
INFORMATION** Sparks Electrical Wholesalers is based in Holloway Road in Archway, London. Having traded since 1988 in this location, we have established a reputation for excellent customer service within the electrical and lighting wholesale trade.

Quality customer service puts Sparks Electrical Wholesalers Limited ahead of the competition. An efficient, well organized stockroom operation supports customer service through the process of receiving and storing deliveries from our suppliers and accurately picking customer orders for onward collection, shipping and delivery.

The trade counter is a unique selling opportunity in our business. A combination of good communication skills and product knowledge enables the counter sales person to assess customer needs quickly and fulfill them accurately.

Many of our customers choose to do business by telephone or by internet sales. Our sales staff, with a combination of thorough product knowledge and top class communication skills are able to develop and satisfy the customer's requirements quickly and efficiently.

JOB SUMMARY This is an ideal job for someone with previous experience in working within an electrical wholesalers who wants to develop upon their career path in Wholesaling. As a senior member of the sales counter team, you will be expected to oversee customers' accounts, be able to source specific goods, collect and process orders taken over the internet, organize logistics, take orders over the phone and serve on the trade counter.

Working within counter sales, you will take a proactive role in exceeding our customers' expectations. This is a key role providing the shop with its continued commitment to a high quality service to our customers to ensure all current and future sales opportunities are maximised.

Previous experience within an electrical wholesaler's environment is essential.

CONTRACT: Permanent (after six month probationary period)

SALARY: negotiable, subject to experience

HOURS: 48 hours required across opening times of 8am-5.15pm Monday to Friday and 8.30am to 2.15pm on Saturdays.

- HOLIDAYS:** Four weeks annual leave per annum
- NOTICE PERIOD:** One calendar month (from either party) for first two years after probationary period
- BENEFITS:** In-house training
Opportunity to develop further in career
Opportunity for increased salary
Staff discount
Pension option (after probationary period successfully completed)
- DUTIES:** Duties will include responsibility for serving on the Trade Counter, answering telephone enquiries, processing internet orders, sourcing products for customers, dealing with suppliers, logistical duties in dispatching and receiving goods. As we are a small team, you will sometimes have to assist the warehouse staff. It will be necessary to handle stock up to 25 kilogrammes. Other duties will involve Health & Safety, security and customer service. There may be other duties required by management which will be appropriate to the grade, salary and skills of this post.
- REQUIREMENTS:** The successful applicant will have demonstrated the following attributes:
- Previous experience (at least twelve months) in an electrical wholesalers or equivalent
 - a proven track record in customer services
 - good standard of education - literate and numerate to GCSE Level or equivalent
 - ability to pay close attention to detail
 - confidence and outgoing personality
 - good communication skills
 - excellent telephone manner.
 - enthusiasm, reliability and willingness to work
 - basic computer skills
 - ability to show initiative
 - a full driving licence would be beneficial – but is not essential