

SPARKS ELECTRICAL WHOLESALERS LTD

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www.sparksdirect.co.uk

IN CONFIDENCE

JOB SPECIFICATION & INFORMATION

POST: Sales Counter Trainee

**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 fulfil 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 enthusiasm and an interest in electrical products and lighting who wants to start upon a career path in wholesaling.

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 a Electrical Wholesalers environment is not essential, however when you can demonstrate your product knowledge, sales ability and customer service skills, opportunities exist to develop your sales career further

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. Permanent overtime opportunity.

HOLIDAYS: Minimum of 24 days per annum (including statutory bank holidays)

NOTICE PERIOD: One calendar month (from either party)

BENEFITS: In-house training
Opportunity to develop in career of wholesaling
Opportunity for increased salary
Staff discount
Pension option (after probationary period successfully completed)

DUTIES: Person appointed will be initially working alongside a senior person learning from their skills. When some experience has been gained the appointed person will progress on to handling customer enquiries on their own, which may involve telephoning them, dealing with enquiries, placing orders with suppliers, and all relevant paperwork.

The successful applicant will also receive training in and perform general administration duties. Duties will include assisting in the warehouse, serving on the trade counter, setting up orders, dealing with goods inwards, putting stock away, dealing with the public and handling cash and credit card payments

This post also has responsibilities within stock control. Duties will include responsibility for storage, receipt and issue of stock, control and operation of stores procedures, computer stock records maintenance, stock room security and sustaining optimum stock levels. It will be necessary to handle stock up to 25 kilogrammes. Duties will include placing orders, packing orders, receiving, checking and storing deliveries. Other duties will involve Health & Safety, security and dispatching deliveries. 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:

- 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