

Job Description

Branch Assistant



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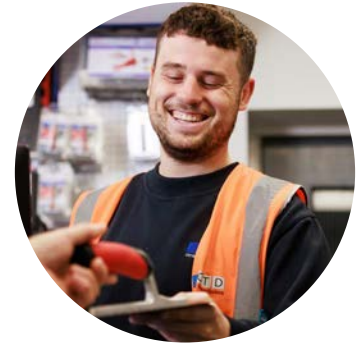
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JOB DETAILS

Formation

Job Title: Branch Assistant

Reports to: Branch Manager



COMMUNICATIONS & WORKING RELATIONS

External

- Customers
- Suppliers

Internal

- Branch Manager
- Assistant Branch Manager
- Other Branch staff



Career Path

(Local variations may apply)

Regional Manager

Branch Manager

Assistant Branch Manager

Branch staff



Job description

Branch Assistant

JOB PURPOSE

This role blends product knowledge and expertise, a knowledge of interior design trends and excellent customer service with administration and processes associated with a vibrant retail environment and associated stock management.

You will:

- Use your people skills and product expertise to sell, advise on, and promote our tile and associated product ranges to members of the public and trade customers, face-to-face and over the phone.
- Represent the CTD brand and contribute to the profitability and reputation of your branch by working as part of a team of dedicated professionals to achieve sales targets.



JOINING THE CTD FAMILY

You will be joining an organisation with over 50 years of tiling experience. CTD is the UK's best known tile brand for trade customers with four large warehouse Hubs and almost 100 branches UK-wide, as well as operating an e-commerce website: ctdtiles.co.uk

CTD also sells tiles to architectural practices, house builders and builders' merchants sourcing on-trend tiles from a variety of European suppliers.



50+ years



Trade



Retail



Architectural



Suppliers

KNOWLEDGE, SKILLS, QUALIFICATIONS & EXPERIENCE

1 Customer service

Provide outstanding service, professionalism and attention to detail to customers (face to face and over the phone).

2 Sales drive

Use product and sector knowledge effectively to enhance customer relationships to increase sales through adding value and link selling.

3 Communication skills

Greet and build rapport with customers and find solutions that satisfy customer enquiries.

4 Confident and friendly telephone manner

5 Over-the-counter sales experience

Desirable not essential.

6 Knowledge of general warehouse duties

Desirable not essential.

7 Showroom sales experience

Desirable not essential.

8 Product knowledge

Be a passionate advocate for our products and share their Teamwork, actively contribute to the success of CTD through positive teamwork with peers, colleagues, suppliers and the local community.

9 Teamwork

Actively contribute to the success of CTD through positive teamwork with peers, colleagues, suppliers and the local community.

10 Computer systems literate

Demonstrate competence in using Microsoft Outlook, Microsoft Office and stock control systems (like Kerridge) in order to complete the job requirements.

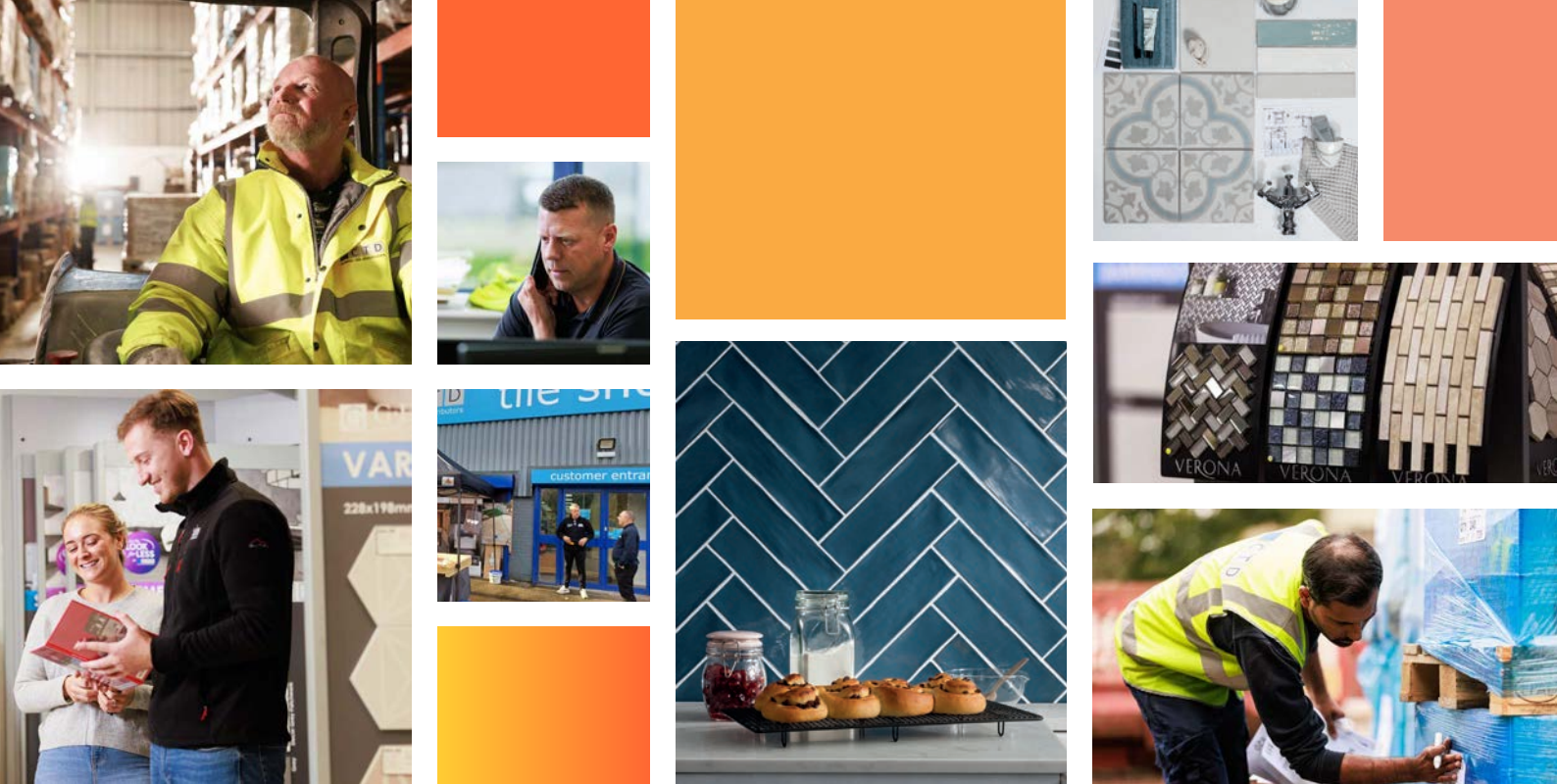
11 Knowledge and awareness of business processes

Awareness of Health and Safety procedures and business controls.

12 Clean driving license

Desirable





KEY RESULT AREAS

- 1 Deal with customers face to face.
- 2 Ensure branch standards are maintained.
- 3 Have a welcoming and confident approach when dealing with the public.
- 4 Offer exceptional customer service, even when under pressure.
- 5 Ensure showrooms are clean and tidy.
- 6 Ensure point of sale displays are up-to-date and accurate.
- 7 Complete customer orders over the phone.
- 8 Offer specific advice to customers on products and their use.
- 9 Maintain an awareness of interior design trends and the role that tiles have in renovation schemes.
- 10 Carry out all cash transactions, refunds and till processes accurately and in accordance with branch procedures.

- 11 Select items from stock to fulfil customer orders, unload vehicles efficiently, check deliveries and put away stock as necessary.
- 12 Participate in our annual stock checking and management processes.
- 13 Inform customers in advance of delivery to highlight problems and indicate approximate delivery time.
- 14 Ensure all CTD documentation is completed in a professional manner.
- 15 Complete training activity to develop your role and your core skills.
- 16 Comply with relevant legislation, company policy and procedures (Health and Safety, HR, business controls).
- 17 Keep up-to-date with changes in relevant regulations, legislation, market developments, products, and company news.
- 18 Demonstrate flexibility and team-working in order to improve efficiency and effectiveness of the business.
- 19 Carry out ad hoc duties when required to meet business needs.

