**BSS LTD**

**Job Description**

Job Title: Trade Counter/ Warehouse Person

Reporting to: Warehouse supervisor

Main Duties: Trade Counter / Warehouse

Hours: Full-time

1. Provide a full sales service to customers coming in to use the trade counter
2. To build up and maintain good customer relationships and keep customers appropriately informed throughout the order process
3. To understand and interpret customer requirements
4. Inform the supervisor of any stock requirement and assist in maintaining accurate stock levels
5. Work from picking documents to select products according to bin location and to set up orders for both collections and deliveries
6. To handle stock in a careful and responsible manner to ensure that when products arrive they are in good condition
7. To off load delivery vehicles in a safe manner with regards to you and other staff members, visiting drivers and other colleagues
8. Ensure all products received are matched against the delivery documents ensuring discrepancies are in accordance with procedure
9. Label all products in a prescribed manner to ensure that all following work colleagues can identify the product without issue
10. Ensure that stock is put away in a careful and responsible manner
11. To ensure that working practices are followed at all times and ensure that equipment is properly maintained and used
12. To work as part of a team and be a contributor where possible to suggest, support and innovate new ideas
13. To work in a manner by performing duties in such a manner that will add value to the company
14. To perform other such duties as deemed appropriate by the Branch Manager

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**Personnel Specification**

**Essential**

* Good customer service
* Communication skills
* Working positively in a team and using own initiative
* Punctual, eager with a ‘can-do’ attitude
* Computer literacy

**Desirable**

* 1 years paid experience in customer service
* Qualification in customer service