



## Trade Counter Assistant

Basildon

Would you like to join a forward-thinking company that invests in people and their development?

The position of Trade Counter Assistant is an excellent opportunity for somebody looking to start and develop a career within the heating, ventilation and air conditioning wholesale trade.

RW Refrigeration Wholesale is a leading refrigeration and air conditioning wholesaler with 10 branches across the UK.

We have a vacancy for a Trade Counter Assistant at our Basildon branch.

As the Trade Counter Assistant, you will be expected to deliver a high level of customer service in operational and sales activities, ensuring customers receive a fast and efficient response to sales enquiries, building customer loyalty and enhancing the company's reputation for service

Your main duties will be:

- Provide a friendly and helpful response to customer enquiries to their total satisfaction in order to contribute to improving service levels to be the best in the industry;
- Accurate and regular order entry to help achieve minimum time delay between receipt of order and dispatch of goods, therefore maximising sales / stock turnover;
- Resolve customer queries / complaints to the satisfaction of all parties;
- Identify and investigate potential problems to ensure the smooth flow of order and customer satisfaction;
- Goods inwards, picking, packing, loading and off-loading vehicles;

To be a successful Trade Counter Assistant you will have the following skills and experience:

- Previous relevant experience would be an advantage.
- Ability to operate a forklift truck is desirable, but not essential; training will be given.
- Familiarity with computerised despatch systems would be an advantage.
- Effective communication skills are essential.
- Computer literacy.
- Due to the nature of the role, a full UK driving licence is required.

Your normal working hours will be based on a 42.5 hour working week, usually Monday to Friday 7.30am to 5pm.

The ideal candidate will be a flexible person who enjoys working as part of a small team.

Please apply by email attaching your current CV and salary expectations to:

RW Refrigeration Wholesale

Tel. 01372 389221

Email: [recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk)

[www.rw-wholesale.co.uk](http://www.rw-wholesale.co.uk)