

Position: Branch Assistant
Department: Branch
Reports to: Branch Director
Contract Type: Permanent
Salary: Depending on experience
Location: Belfast

Overview

We are looking for a Branch Assistant on a permanent, full-time basis to join our friendly team in the Belfast Branch. This is a key role as your focus will be supporting the Branch Director's in all aspects of sales and administration support. You will also be dealing with customers and suppliers either face to face on the Trade Counter or on the phone and managing their enquires. If you take pride in a job well done and enjoy working within a fast-paced environment whilst delivering great customer service, then this could be the career move for you.

Key Responsibilities

- Administration: Administration of customer orders, records & invoicing. Providing a service of excellence to all customers and work colleagues.
- Customer support: Act as first point of contact for our customers and deal appropriately with incoming sales or enquires.
- Processing Orders & Quotations: you will listen to customer requirements, taking orders over the phone or in person.
- Product Returns: when products are returned your attention to detail will ensure our processes are completed and all administration is up to date.
- Trade Counter support: you will ensure all customers receive an excellent, professional service when they visit us at the trade counter or when you speak to them on the phone. All customer queries will be dealt with efficiently and professionally.

You may be required to undertake other duties within the branch, in line with the needs of the business.

Skills, Knowledge, and Qualifications

- Experience working in a multi branch trade counter business, ideally with an Electrical Wholesaler or Security Distributor.
- Basic understanding of sales principles and customer service practices.
- A confident communicator.
- Ability to work effectively as part of a team and willing to undertake other duties in line with the needs of the business.
- Basic data entry and computer skills.
- Must hold a full UK driving licence for delivery cover as and when required.

What we can offer you:

This is a full-time, permanent role. Your working hours will be Monday to Friday 08:30am – 5:00pm, 40 hours per week.

- Competitive salary
- 20 days annual leave plus bank holidays
- Auto enrolment Pension Scheme
- Full training

About Fortus

We are Fortus.

We're incredibly proud to be Europe's fastest-growing security distributor, and we're just getting started! Our branch network now stretches across the UK, Ireland, and the Netherlands.

We provide high value add solutions to our installation partners across our CCTV, Fire, Access, Intruder, Gate Automation and Monitoring divisions.

We work as a valued partner with some of the world's most innovative brands and solution providers including Hikvision, Paxton, Pyronix, and Apollo. We're proud to supply their products, all backed up with a combination of our team's vast real-life experience with unsurpassed product and technical knowledge.

We are Fortus. We're here to change the game.

Future. Secure.