

## Bramley Branch Assistant

**Fortus** is Europe's fastest growing security & fire distributor, trading across the UK & IRE within the key industry verticals of CCTV, Intruder, Access, and Fire products. In addition, we have a ten branch network across England and are the only distribution Company in the sector to offer a complete end-to-end security solution through our acquisition of RE:SURE CCTV monitoring.

We are looking for a **Branch Assistant** on a permanent, full-time basis to join our friendly team in the Bramley, Hampshire Branch. This is a key role as your focus will be supporting the Branch Director's & Accounts department in all aspects of Sales & 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.

### The Role & 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.
- **Supplier Management:** you will keep in touch with our Suppliers, ensuring we continue to have a good working relationship to deliver our customer's needs.
- **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.

### Knowledge, skills and experience required

- Basic understanding of sales principles and customer service practices.
- A confident communicator.
- Be organised & have excellent attention to detail.
- 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.
- Able to work under pressure and eager to take ownership of your tasks.
- You are reliable and a good timekeeper.

### Desired but not essential

- Previous experience in a Trade Counter/ Warehouse/ Fulfilment environment/customer service
- Knowledge/ experience of stock take / stock control
- Basic administration skills

**What we can offer you:**

Our Branch hours are 08:30 to 5:00pm Monday to Friday, you will work 40 hours per week with an unpaid 30-minute lunch break.

- Salary dependent on experience
- 20 days annual leave plus bank holidays increasing with years of service.
- Auto enrolment Pension Scheme
- Full training
- Excellent opportunities for progression.