

Position: Branch Assistant

Department: Branch

Reports to: Branch Manager

Contract Type: Permanent

Salary: Depending on experience

Location: Fareham

Overview

We are looking for a Branch Assistant on a permanent, full-time basis to join our friendly team in the Fareham branch. This is a key role as your focus will be supporting the management of the warehouse and helping serve customers on our trade counter. If you have strong customer service skills, experience in warehouse operations and enjoy working in a fast-paced environment and taking pride in a job well done, then this could be the career path 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.

Skills, Knowledge, and Qualifications

- Experience working in a multi-branch trade counter business, ideally with an Electrical Wholesaler or Security Distributor.
- Experience working in a warehouse.
- Experience in providing excellent customer service.
- Organised with an excellent attention to detail.
- Physically fit and able to comfortably lift 25kgs.
- Ability to work independently and as part of a team.
- Basic administration skills.

What we can offer you:

Our Branch hours are 8:00am to 5:00pm, Monday to Friday, you will work 40 hours per week.

- Salary dependent on experience
- Auto enrolment Pension Scheme

Must hold full UK driving license for delivery cover as and when required.

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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.

No Agencies Please - We thank you for your interest in working with Fortus Group, however, we will not pay fees or acknowledge any CV's supplied to Fortus Group unless you have been briefed on the role by our HR Team.