

Trade Counter Assistant

Dublin

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

DWG Refrigeration Wholesale Limited is a leading wholesaler in the refrigeration and air conditioning industry.

We have a vacancy for a Trade Counter Assistant at our Dublin 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, over the phone and face-to-face at the trade counter, building customer loyalty and enhancing the company's reputation for service

Your main duties will be:

- Be the first point of contact on the trade counter when a customer enters the building
- Take responsibility for handling customer orders and enquiries
- Ensure that customers receive a fast and efficient response to all sales queries
- Build customer loyalty and enhance the company's reputation for service
- 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
- Processing and filing daily paperwork
- 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 driving licence is required

Full training will be provided on all product and service offerings.

Your normal working hours will be based on a 40 hour working week, usually Monday to Friday 8am 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:

recruitment@beijerref.co.uk

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