

*JP Corry is the leading Builders Merchants in Northern Ireland. Our name is renowned for providing excellent value and quality service in the supply of building materials and timber based products. We take immense pride in supporting our customers not only in our day to day service, but also through the development of our branch network, along with the improvement of our product and service range.*

*Within JP Corry we also provide excellent career opportunities in a challenging and rewarding environment. By hiring the right people for the job, and providing the right tools and training, we offer the opportunity to build a strong and lasting career, with continual support to develop and grow.*

**Customer Service Assistant - Yard**

*Ref: DR001*

We are currently recruiting for a permanent Customer Service Assistant to join our vibrant **Dromore Branch.**

This customer-centric role plays a fundamental part in our sales team, by assisting customers with their requirements and queries, whilst providing an exceptional, proactive service, encompassing our customer first culture. This role requires a positive and dedicated individual, who is motivated by meeting and exceeding customer expectations.

Job duties include, but are not limited to:

* Loading and unloading vehicles both manually and with a forklift truck.
* Ensuring all goods inwards are checked and put away in correct location
* Serving customers, both face to face and on the phone on product range
* Preparing orders for collection and delivery and ensuring sales documentation is completed
* To work as part of a team and promote maximum efficiency within the department, ensuring all necessary procedures are followed.
* To be responsible for personal and workplace health and safety and observe regulations in relation to the Health and Safety at Work Act Handling cash and credit transactions
* Upselling and cross selling relevant products
* Promoting group, regional and branch based campaigns

Working hours are typically 8:00 – 5:00 Monday - Thursday, 8:00 -4:00 on a Friday along with rota based Saturday work.

Ideal candidates will be/have;

* Counter balance and/or combi forklift truck licence
* Proven customer service experience, ideally face to face and on the phone
* The ability to build rapport with customers and colleagues
* Strong communication skills
* Comfortable working in a busy environment
* Excellent organisational and prioritisation skills
* Experience working in the building and timber supplies industry would be advantageous

Job benefits include;

* Bonus scheme
* Flexible working and holidays
* Sharesave and share plans
* Pension Scheme and DIS Benefit
* Enhanced Maternity & Paternity pay
* Childcare vouchers
* Training opportunities
* Staff Discount

If you are interested in this job opportunity, and feel you have the relevant skills for the role, please complete the application form on our website and submit it to recruitment@jpcorry.com before the **closing date on the 30th November 2017.**

**JP Corry is an equal opportunities employer**