

Flint Hire & Supply

Provisional Job Description

Trade Counter Assistant

Reporting Relationships

The Trade Counter Assistant will be responsible to Dave Clarke, Customer Service Director; and ultimately to Ben Lyle, Managing Director.

Overall Purpose

The role's main purpose is to serve customers over the counter. In particular they will need to assist customers with problems as necessary and, working as part of the customer services department, ensure that counter sales are dealt with promptly and efficiently.

Key Duties

- To serve customers over the trade counter.
- To ensure orders for customers are prepared and processed promptly and accurately.
- To respond to enquiries as necessary
- To liaise with customers by the appropriate medium.
- To ensure complaints and issues raised by customers are quickly resolved.
- To liaise with couriers regarding customers' orders.
- To assist with the maintenance, replenishment and pricing of the shop display.
- To assist at trade shows as required.
- To advise clients on technical matters

Other Duties

- To receive and deal with visitors to the company.
- To assist other departments during quiet periods.
- To assist with the company's marketing campaigns.
- To inform management of any health & safety problems
- To suggest any improvements or ideas that would be of benefit to the company
- To act in the best interest of the company at all times

Period of Contract

This role is a part-time permanent position.

Notice Period

After the probationary period the employee must give four weeks' notice.

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Location

The position is based at our warehouse in Deptford.

Salary

A rate of £10.70 per hour is offered during the probationary period.

Holiday

The company will pay four weeks holiday per calendar year, on a pro-rata basis in the first year. An extra day's holiday is allowed per year thereafter up to a maximum of five additional days.

Sickness

The company will pay statutory sick pay in the first twelve months of employment. After this period if less than ten days' absence due to sickness (paid or unpaid) has been taken, a maximum of ten days in any twelve month period will be paid at full pay.

Benefits

A bonus will be paid for each month when the month's turnover target is met. This bonus will be paid at the end of the month. If the company meets the profit target across the financial year then a further bonus will be paid. The company has an auto enrolment workplace pension scheme.

Working Hours

The trade counter operates between 8am and 5.30pm Monday to Friday, and between 9am and 2pm on Saturday. The Trade Counter Assistant will be required to work within these hours. The basic working week will be 24 to 30 hours. The employee will be required to work Saturdays on a rota basis. Overtime is paid at time and a half once forty hours have been worked.

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Person Specification

The successful candidate will have demonstrable experience and interest in the arts generally and in technical theatre in particular. Experience in retail environments will be an advantage. This is a customer facing based role so candidates should be confident in dealing with a wide range of people from diverse backgrounds. Needless to say we would expect excellent customer service skills. We are looking for people who are methodical, diligent and reliable. The department can get very busy so the ability to work effectively when under pressure is essential.

Company Profile

Established in 1981 to provide the theatre industry with a single source for specialist theatre hardware and paints, Flints cater for Stage Managers, Production Managers, Workshop Managers, Scenic Artists, Engineers, Carpenters, Painters and Propmakers. Flints are the major supplier of theatrical goods in the UK. Our buying power allows us to pass on excellent value to our customers and our unrivalled experience ensures that the products we stock are perfectly suited to the industry. In recent years we have expanded our client base to include shop display, museums, the film, television and marine industries. In 2009 Flints achieved ISO9001 registration reinforcing our commitment to quality and to a process of continual improvement in our business practices. In 2012 Flints moved into our current distribution warehouse in Deptford. This has allowed us to continue to expand our operations in the UK and overseas.