



# JOHNSONS NURSERIES

## Job Description

**Title:** Trade Cash and Carry Sales Assistant

**Reports to:** Trade Cash and Carry Manager

**Job Purpose:** Provide effective customer service, deal with quotes and orders and assist with the operational running of the Trade Cash and Carry.

### Key Responsibilities and Accountabilities:

1. Sales, Quotations and Orders.
2. Health and Safety.
3. General.

#### 1. Sales, Quotations and Orders.

Always react to customer service needs in a professional and courteous manner when handling customer orders/quotations, telesales, refunds, discounts and complaints.

Prioritise communication with customers, ensuring that you deal with all incoming calls and emails promptly.

Provide sales quotations in the agreed format to customers in a consistent and timely manner.

Effectively manage general customer queries in relation to pricing, account information, and stock availability.

Record all sales queries and quotations in a way that is both consistent and traceable.

Follow up opportunities and quotations in a consistent and timely manner.

Enter sales orders in the agreed format.

Monitor orders in a consistent and timely manner providing order information to customers and colleagues where appropriate.

Be responsible for ensuring high standards of customer satisfaction within the Trade Cash and Carry.



## 2. Health and Safety

Ensure that you always remain compliant with health and safety regulations and accepted safe practice. Report any health and safety issues or contraventions witnessed anywhere within the business to your Manager or a Director.

## 3. General

Maintain a high level of cleanliness and tidiness within the office area and front of house.

Assist with any general administration duties as agreed by your manager.

Participate in any other duties as and when required – including working Saturday's on a seasonal rota basis.

Comply with all policies and procedures within the company.

Carry out all duties with regard to and ensuring equality, diversity and inclusion.

Work with all employees within the company in the fulfilment of our aims.

You will participate in covering periods of absence and holiday cover as required by the Trade Cash and Carry Manager to ensure continued smooth running of the unit.

**-ENDS-**

***This job description is a general guide to the duties you will be expected to carry out. Flexibility is required to ensure that the needs of the business are met.***

