

<b>Title</b> Counter Assistant <b>Reports to</b> Branch Manager		<b>Brands</b> PaintWell <b>Location</b> Branch Specific
<b>Role and context</b>	<b>Need to do</b>	<b>Role Capabilities</b>
<p><b>Purpose</b></p> <p>To carry out activities for the Branch ensuring a delivery of excellent customer service and to undertake counter tasks to maximise the sales and margins of the Branch in support with the Branch Team. To contribute to the Branch’s monthly objectives and striving to achieve the Company’s recognition of ‘Retailer of Choice’ in the market.</p> <p><b>Context</b></p> <p>PaintWell are a one-stop shop for painting and decorating supplies, materials, tools and accessories. With over 50 years of experience, we provide a huge range of trade-quality paints and painting accessories from all the major brands to both a Trade and retail customer base</p> <p><b>Relationships</b></p> <p>Customers and Suppliers                      Regional Managers                      Branch Managers                      Paintwell/KB/Promain BDM/SR Teams                      PaintWell Head Office teams</p>	<p><b>Outputs</b></p> <ul style="list-style-type: none"> <li>• Provide advice and support to customer on the counter to maximise sales.</li> <li>• Support with the Branch Team to achieve the overall profit targets and business objectives.</li> <li>• Unload all stock received, store promptly and in line with Company procedures.</li> <li>• Support customers with the recommendation of new product lines supporting the development of the Branch where applicable.</li> <li>• Deliver excellent customer service to external and internal customers, and meet all customer requirements</li> <li>• Achieve a high standard of presentation and layout within the Branch to maximise sales and achieve excellent customer service.</li> <li>• Deliver customer products in a timely, efficient, and safe manner ensuring high levels of customer service at all times</li> <li>• Adhere to the Company’s health and safety policies and procedures.</li> </ul>	<p><b>Key Performance Indicators</b></p> <ul style="list-style-type: none"> <li>• Sales budget for the branch</li> <li>• Margin budget for the branch</li> <li>• Customer Accounts growth both new and existing</li> <li>• Share of Wallet per branch</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Full clean Driving License</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Retail and customer service experience.</li> <li>• Knowledge of the local area of the Branch.</li> <li>• Ability to support with a Stock Management process.</li> <li>• Previous delivery driving experience with a clean driving license</li> <li>• PC Literate.</li> </ul>