

Barsleys

DEPARTMENT STORE • PADDOCK WOOD



16-22 Commercial Road, Paddock Wood, Tonbridge, Kent. TN12 6EJ 01892 833464

Flooring & Furniture Sales, Part Time

Hours: 24 hours, 3 days per week.

Benefits: Pay rate from £9.60 per hour, dependent upon skill & experience.

5.6 weeks holiday per year, this includes English public holidays.

Auto Enrolment Pension subject to qualifying conditions.

You will be required to carry out the following:

Customer Service

- Pro-actively engage with customers to assist their shopping experience and maximise sales
- Provide a high standard of customer service.
- Be able to handle customer service issues sympathetically.
- Gain in depth knowledge of products, to engage with & listen to customers requirements, giving appropriate advice when selling and deliver a high level of personal service.

Flooring Estimating & Ordering

- Provide via email or mail estimates for Furnishings & Flooring.
- To place orders as required for customer orders once estimates accepted.
- To process customers orders, queries and any service issues efficiently.
- Organise fitters/sub-contractors, booking fitters, preparing materials for fitting and arranging the correct paperwork.
- Liaise with customers regarding fitting.
- Raising invoices to send to customers as soon as work is completed.
- Willingness to learn how to measure & estimate for flooring. This may require visiting customers premises by appointment to measure.

Shop Floor

- Maintain the showroom to ensure it is presentable, clean, tidy & inviting.
- Ensure that the showroom is correctly/accurately stocked & priced.
- Assist in the movement of stock and displays in store, some lifting will be required.
- Work as part of the department team.
- Have an awareness for personal and company security.
- To assist generally in the well running of the store.
- Be flexible in any department if required.

Products & Stock Levels

- Prepare goods for sale, unpacking, checking, pricing and general stock control.
- Ensure stock levels are correct for all accessories and fittings.
- Be proficient in completing relevant paperwork/documents associated with stock and sales.
- Give feedback to management on ranges displayed and offered
- To attend trade shows as required by management.

The successful Applicant should possess the following qualities:-

- Polite, good communication skills and confidence in talking with others, both face to face and on the telephone.
- Preferably an understanding of cutting, laying and fitting of flooring and curtaining furnishings. If not, then a willingness to learn this.
- A good level of numeracy/mathematic skills, understand estimating/measuring and plans.
- Smart appearance and ability to put customers at ease, both in store and in their homes.
- Essential to have full, clean driving qualifications (may need to use own transport at times.)
- A good knowledge of computer use in various formats.
- **Adaptable and Reliable:** Work as part of a team to tackle different situations cheerfully with flexibility.
- **Helpful Attitude:** This position provides a service to customers that the whole store may be judged by. A friendly, helpful attitude is essential.
- **Trustworthy:** Accuracy and attention to detail of work. Till/Cash handling and stock handling with the utmost integrity.
- **Hygiene/Health & Safety:** Be tidy and smart plus mindful of responsibilities to others and yourself in respect of current legislation.