



Your first choice for all ventilation and air conditioning products

JOB TITLE:	DRIVER/WAREHOUSE OPERATIVE AND INTERNAL SALES SUPPORT
BUSINESS ENTITY:	SKS
JOB HOLDER'S MANAGER:	ALEX FLETCHER
BASE LOCATION:	MIDLANDS HUB, BIRMINGHAM

SK Sales Ltd, part of the €0.5 billion AIRVANCE Group, is a leading air handling supplier with over 25 years' experience in the heating, ventilating and air conditioning (HVAC) sector. The SK Sales name has become synonymous with customer choice, industry knowledge, product expertise, and most importantly customer service.

Established in 1993 the company now operates from nine branches across the UK, offering nationwide coverage. It is one of the largest HVAC distributors, partners with all leading manufacturers to deliver unbiased product selections and can provide all project requirements.

1) OVERALL PURPOSE OF THE JOB

- *To deliver products to our customers in an efficient, safe, timely manner and to a managed schedule.*
- *To be the friendly and helpful face of our company once at customer's site.*
- *To ensure the receiving, storage, picking and loading of stock inside the warehouse is efficient, accurate and carried out in a timely manner.*
- *To maintain a clean and safe working environment and to be an asset to the day-to-day functions of the branch*
- *To support the Trade Counter and internal sales desk using Navision system to provide quotes and process orders.*
- *To support the branch in achievement of the sales plan and sales system margin*
- *To also establish and maintain efficient relationships with suppliers and customers.*

2) REPORTING RELATIONSHIPS

- *Regional Hub Manager/ Branch Manager*

3) KEY RESPONSIBILITIES

- *Deliver products to customer sites/premises*
- *Unload products and ensure paperwork is completed correctly and accurately*
- *Perform daily safety checks*
- *Keep transport documents and paperwork updated*
- *Maintain good care of your vehicle, by following company regulations*
- *Work in a manner which ensures the safety of self and colleagues*
- *Carry out other duties within yard/warehouse as and when needed*
- *Prepare orders according to sales requirements and load onto vehicles*

- *Maintain the warehouse and stock in a clean and tidy condition*
- *Assist with regular stock counts*
- *Engage with customers face to face and over the phone*
- *Accurately take and input orders onto the system*
- *Providing quotes*
- *Maximise add-on sales*
- *Collaborate closely with warehouse team to ensure correct products are delivered on time*
- *Work on trade counter as required*
- *Any other reasonable duties within the individual capabilities*

4) JOB DIMENSIONS / SCOPE

- *Accuracy of order inputting*
- *Driving record, both vehicle and forklift where required*
- *Responsible for deliveries adhering to health and safety regulations*
- *Ensuring customers are satisfied with delivery schedule*
- *Adhere to health, safety and hygiene rules and regulations*
- *Responsible for stock accuracy*

5) KNOWLEDGE / EDUCATION / EXPERIENCE REQUIRED

- *GCSE Mathematics and English (preferable)*
- *Good data accuracy*
- *Good level of numeracy*
- *Good basic IT skills in Microsoft excel, word and outlook/email*
- *Knowledge of basic health and safety requirements (preferable)*
- *Previous yard/warehouse experience (preferable)*
- *UK Driving Licence (preferable)*

6) COMPETENCIES / CAPABILITIES

- *Organisational abilities*
- *Strong customer service orientation*
- *Establishes and maintains strong relationships*
- *Maintain a stable performance under pressure*
- *Good communication skills*
- *Good timekeeping and attendance record*
- *Flexible, adaptable, and receptive to new ideas*
- *Friendly and professional manner*
- *Excellent time management skills*
- *Good team working skills*
- *Ability to work with minimal supervision*

7) ANY SPECIAL FACTORS OF THE ROLE – ie overtime/travel/location

- *Ability to work overtime or flexible/unsociable work pattern.*