

## JOB DESCRIPTION

### Warehouse Operative

**Fortus** is Europe's fastest growing Security & Fire Distributor, trading across the UK & Ireland within key industry verticals of CCTV, Intruder, Access, and Fire products. We have a 14-branch network across UK & Ireland and are the only distribution Company in the sector to offer a complete "end-to-end" security solution including **RE:SURE** CCTV monitoring. In 2022, **SSP** - Suppliers of high-quality Access Control and Gate Automation products - became part of the **Fortus Group**.

We are now looking for a **Warehouse Operator** to join our team in the Letchworth Branch who are passionate about delivering great customer service. The role will involve picking & packing orders and helping within our stores team and dealing with our customers.

#### Responsibilities:

- Always represent Fortus Group in a professional manner demonstrating excellent communication skills, be able to build strong relationships with customers.
- Ensure all deliveries are loaded safely prior to leaving the branch.
- Excellent customer service skills
- Ensure the customer receives their orders effectively and efficiently.
- Deal with any customer issues in a polite and effective manner
- Ensure collections are made in line with given instructions and times.
- Physically fit and able to lift 25kgs comfortably.
- Assist with order picking & checking.
- Product labelling and assembly
- Help with stock take when required.
- Assist with keeping premises and van clean & tidy.

#### Knowledge, Skills & Experience Required:

- Excellent customer service and communications skills
- Work efficiently as part of a team.

#### Desired

- Previous experience working for a distributor or retailer with a complex range of products.
- Previous experience working in a multi-site environment.

#### What we can offer you:

It's an exciting time to join as we have big plans, you will work Monday to Friday, 40hrs per week.

- Competitive Salary dependent on experience
- 20 days annual leave plus bank holidays increasing to 25 days with length of service + Bank Holidays
- Contributory pension scheme
- Excellent opportunities for progression.



**No Agencies Please** - We thank you for your interest in working with Fortus Group, however, we will not pay fees or acknowledge any CV's supplied to Fortus Group unless you have been briefed on the role by our HR Team