

**Job Description**  
**Branch Assistant**

**Fortus** is Europe's fastest growing Security & Fire Distributor, trading across the UK, Ireland & Netherlands within key industry verticals of CCTV, Intruder, Access, Fire and Gate Automation products. We have a 14-branch network and are the only distribution Company in the sector to offer a complete "end-to end" security solutions Group

We are looking for a **Branch Assistant** on a permanent, full-time basis to join our friendly team in the Kent Branch. This is a key role as your focus will be supporting the Branch Director's in all aspects of Sales & Administration support. You will also be dealing with customers and suppliers either face to face on the Trade Counter or on the phone and managing their enquires. If you take pride in a job well done and enjoy working within a fast-paced environment whilst delivering great customer service, then this could be the career move for you.

**The Role & Key Responsibilities:**

- **Administration:** Administration of customer orders, records & invoicing. Providing a service of excellence to all customers and work colleagues.
- **Customer support:** Act as first point of contact for our customers and deal appropriately with incoming sales or enquires.
- **Processing Orders & Quotations:** you will listen to customer requirements, taking orders over the phone or in person.
- **Product Returns:** when products are returned your attention to detail will ensure our processes are completed and all administration is up to date.
- **Trade Counter support:** you will ensure all customers receive an excellent, professional service when they visit us at the trade counter or when you speak to them on the phone. All customer queries will be dealt with efficiently and professionally.

*You may be required to undertake other duties within the branch, in line with the needs of the business.*

**Knowledge, skills and experience required**

- Experience working in a multi branch trade counter business, ideally with an Electrical Wholesaler or Security Distributor.
- Basic understanding of sales principles and customer service practices.
- A confident communicator.
- Be organised & have excellent attention to detail.
- Ability to work effectively as part of a team and willing to undertake other duties in line with the needs of the business.
- Basic data entry and computer skills.
- Able to work under pressure and eager to take ownership of your tasks.
- You are reliable and a good timekeeper.

**Desired but not essential**

- Knowledge/ experience of stock take / stock control
- Basic administration skills



**What we can offer you:**

Our Branch hours are 08:30 to 5:00pm Monday to Friday, you will work 40 hours per week with an unpaid 30-minute lunch break.

- Auto enrolment Pension Scheme

**Must hold full UK driving licence for delivery cover as and when required.**

**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.