



ROMERILS

JOB DESCRIPTION

Commercial Business Support Trade

Our Vision

To be a place where people and relationships always come first.

To be Jersey's leading supplier of domestic & commercial plumbing and heating equipment for the Trade, Retail, and DIY enthusiast. 'Best of the Best' in customer service is at the heart of all we do.

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment.

The Department

Our Trade business supplies predominantly trade, but also retail customers, with plumbing, heating and a wide range of building materials. We know and engage with our customers, which gives us knowledge on delivering what they want. Our team is comprised of specialists within these areas in order to advise on plumbing, heating, drainage and building materials.

The Role

The purpose of the role is to provide comprehensive support to the commercial team within our Trade Business in order to maximise sales with the highest level of profitability and support the team in ensuring a seamless journey for all our stakeholders. This position will be particularly varied and key to the continued expansion of our business. The position will be based within a new team who will be responsible for expanding our range of products and customer database and therefore making this a really exciting opportunity for someone looking to learn and develop in tandem with the role.

Reporting Lines & Location

Primarily based at the Trade Centre at La Collette, and reports to the Trade Centre Branch Manager.

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All employees are expected to work as part of the team
- ✓ All employees are expected to work efficiently and accurately
- ✓ All employees are expected to be smart, clean and presentable
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times

PERSON SPECIFICATION

Knowledge of:

Microsoft Office packages IT Programmes/Systems
 Experience or keen interest in Business Development/Commercial activity

Skills required:

- Strong numerical skills including the ability to understand cost, profit and margin calculations and the implications of what they mean in a commercial environment.
- Strong technological skills – specifically the ability / potential to become an advanced.
- Excel user and progress towards ‘power user’ in BisTrack.
- Logical and process base approach to task management.
- Strong problem-solving skills and a determination to get to the bottom of a matter.
- Driving License
- Great use of initiative

Attributes

Flexible	Reliable	Logical
Accurate	Organised	Common sense
Calm under pressure	Presentable	Eye for detail
Meets deadlines	Professional	

PRINCIPLE DUTIES

The postholder will work with experienced members of the merchant business on the areas and tasks below until fully trained in each area and ready to work autonomously. Full guidance and training will be provided including being involved in the creation of and maintenance of business processes. The training may include time in various areas of the business in order to learn certain skills and aspects of system functionality before focussing on the Merchant specific areas and tasks.

The Commerical Support role will organise activities to deliver the best care for customers possible in all aspects, including enquiries, sales, deliveries, complaints and after-sales service and support the other team members in all aspects of the sales process.

They will keep in complete confidence prices, discounts, profit margins, company performance, personnel details and similar commercial information and only discuss these matters with their manager and Senior Management.

Supplier Record Maintenance

- Managing the creation and maintenance of Suppliers in BisTrack leasing with the Admin Team to provide the correct information for the task and check the setup once complete.
- Filing necessary support documentation as appropriate for reference and keeping supplier summary lists updated for the team’s use.
- Dealing with supplier account enquiries and assisting in the reconciliation of supplier positions. NB Supplier selection and identification will be provided by experienced team members.

Product Record Maintenance

- Creating & Maintaining BisTrack products and various product summary schedules. Monitoring for supplier product changes and updates including changes in range etc. Understanding product groups and hierarchies in order to ensure products are set up in the correct sections.

Product Pricing

- Collating and updating supplier pricing information and investigating supplier invoice price changes before applying any appropriate updates to system once approved by supervisor.
- Undertaking and maintaining detailed price comparisons for certain core products.

Rebate Administration

- Maintain central rebate information records from NBG hub and other sources.
- Understand rebate mechanisms and monitoring for rebate changes and updating records appropriately.

Freight Cost Administration

- Maintain freight cost schedule.
- Apply freight costs to purchase orders.
- Prepare freight invoicing schedules for review.

Purchase Cycle

- Purchase order preparation, order acknowledgements, goods in tracking.
- Assist in the purchase order cycle where appropriate becoming familiar with the process to be able to support others in this area.
- Monitoring, pricing and checking exceptional sales transactions against customer quotations and agreed preferential terms.

Quotes / Estimates

- Investigating, responding to and liaising with team regarding various aspects of customer price enquiries.

Stock

- Assisting with stock and P.I.
- Goods in (stock receipts).
- Identify requirement for stock adjustment as necessary for action by appropriate team / staff members.

Customer Records

- Managing the creation and maintenance of Customers in BisTrack leasing with the Admin Team to provide the correct information for the task and check the setup once complete. Filing necessary support documentation as appropriate for reference and keeping supplier summary lists updated for the team's use.
- Dealing with Customer account enquiries and assisting in the reconciliation of supplier positions.
- Setting up and maintaining customer terms.
- Maintaining and sending customer price lists.
- Any other ad-hoc duties that arise at the request of the Trade Centre Manager or Assistant Manager.

Changes

Because of the diversity of our business, this job description will inevitably change. There will be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.