



Role Profile

Job Title: Timber & Fencing Customer Assistant – Enterprise Works	Role Profile Number: SBC_11948
Grade: Level 5	Date Prepared: July 2023
Directorate/Group: Housing – Stronger & Safer Communities	Reporting to: Deputy Operations Manager
Structure Chart attached:	

Job Purpose

- To support the Deputy Operations Manager in the day to day operations serving both internal and external customers, manning the phone, answering emails and providing the highest customer service at all times
- To utilize all available IT systems including EPOS tills and Chip'n'Pin card machines for all daily transactions.
- Be a frontline representative for all customers who attend EW, assisting with timely and accurate picking of all orders of timber materials and complete relevant paperwork
- Reconcile goods received against goods ordered, checking goods received for quality and quantity.
- Carry out accurate inventory checks and stock takes as requested
- To uphold, demonstrate and represent the SBC values within a supported employment / learning environment for adults and to promote the EW Timber & Fencing brand at all times
- To deliver goods to customers

Key Accountabilities

- To be the first point of contact for customers, meet & greet accordingly and assist with their requirements
- To be fully competent with EPOS Till and Chi'n'Pin devices
- To complete transactions with customers timely and with positive approach
- To pick accurately, timely and quality assured all customer timber orders
- To answer telephone calls and emails and deal with any queries or requests accordingly
- To be responsible for keeping all areas of EW including the workshop, stock, fixtures and fittings clean and tidy
- To assist the workshop with their daily requirements for stock

- To assist with customer deliveries when required

Supplementary Accountabilities

- In accordance with the provisions of the Health and Safety at Work Act 1974, take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council, so far as is necessary, to enable the Council to perform or comply with its duties under any statutory health and safety provisions
- Ensure all personal training needs are identified and implemented
- Be flexible in your work approach and understand that the daily staffing rotas support business needs over a 7 day working week and across all multi-channel services
- Comply at all times with the SBC Code Of Conduct

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Previous experience of working in a retail and/or timber facility and the ability to demonstrate excellent customer service and product knowledge
- Knowledge and experience of working and demonstrating a safe working environment, adhering to strict Health and Safety standards
- Must display a positive attitude to work and to colleagues
- Must be flexible and adapt to changing work situations

Qualifications

- Educated to GCSE Level or equivalent

Decision Making

- Be purposeful and make decisions where required

Creativity and Innovation

- Be 'brand aware' and have a creative approach to retailing and customer service

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Customer Service • Epos and Chip'n'Pin • Inventory Control <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p>
--	--	-----------

- **Contacts and Relationships**

Daily contact with external and internal customers

- Liaison with SBC management

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

- The role encompasses working within a workshop environment and the use of PPE at all times. The use of machinery and a workbench set up are in place and all relevant training / Risk Asessments / Safe Systems Of Work / Health & Safety training is provided.