



Dean & Wood Ltd  
**Vacancy**

## Trade Counter Assistant Greenford

Would you like to join a forward thinking company that invests in people and their development?

Dean & Wood is a leading refrigeration and air conditioning wholesaler with 15 branches throughout the UK.

We have a vacancy for a Trade Counter Assistant at our Greenford branch.

As the Trade Counter Assistant, you will be expected to deliver a high level of customer service in operational and sales activities, ensuring customers receive a fast and efficient response to sales enquiries, over the phone and face-to-face at the trade counter. Building customer loyalty and enhancing the company's reputation for service

Your main duties will be:

- Be the first point of contact on the trade counter when a customer enters the building;
- Provide a friendly and helpful response to customer enquiries to their total satisfaction in order to contribute to improving service levels to be the best in the industry;
- Accurate and regular order entry to help achieve minimum time delay between receipt of order and dispatch of goods, therefore maximising sales / stock turnover;
- Resolve customer queries / complaints to the satisfaction of all parties;
- Identify and investigate potential problems to ensure the smooth flow of order and customer satisfaction;
- Goods inwards, picking, packing, loading and off-loading vehicles;

To be a successful Trade Counter Assistant you will have the following skills and experience:

- Previous relevant experience would be an advantage.
- Ability to operate a forklift truck is desirable, but not essential; training will be given.
- Familiarity with computerised despatch systems would be an advantage.
- Effective communication skills are essential.
- Computer literacy.
- Due to the nature of the role, a full UK driving licence is required.

Your normal working hours will be based on a 42.5 hour working week, usually Monday to Friday 7.30am to 5pm.

The ideal candidate will be a flexible person who enjoys working as part of a small team.

Please apply by email attaching your current CV and salary expectations to:

[recruitment@beijerref.co.uk](mailto:recruitment@beijerref.co.uk)

Tel. 01372 389221



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[www.dean-wood.co.uk](http://www.dean-wood.co.uk)

