

WE DISCOVER YOU CREATE



Job Title – Timber Collections Advisor

Summary

Silva Timber Harmondsworth is preparing to grow sales to the trade with particular focus on providing a convenient and efficient collection service for trades people. To ensure we offer the right customer experience, we are looking to recruit a yard operative with experience in serving tradespeople.

Do you have what it takes to pick and prepare orders for premium quality timber products? Are you super organised and an excellent communicator? Do you understand the needs of London tradespeople? Are you a people person, willing to build strong service relationships with the “calling in” trade? If the answer is yes, please read on, this could be your time to excel in the growing area of managed ecommerce order collections, with the capitals leading supplier of sophisticated timber products.

Salary and Location

A starting salary range of **£20,000-£22,000 per annum** depending on experience, plus excellent benefits including:

- 22 days holiday, plus Birthday (a gift from the business), plus 1 day every year in years 3 to 6.
- Bank Holidays off
- Company Pension Scheme
- Bupa Private Healthcare Scheme
- On-site parking at our premises at Skyport Trade Park, Skyport Drive, Harmondsworth, Uxbridge, UB7 0LB
Hours: 7.30am – 4:00pm Monday to Friday

This permanent position is well suited to an individual who is looking to advance their career in servicing timber orders and gain hands-on experience in a thriving and supportive workplace.

About this role

Based within the warehouse operations department, you will work closely with the Warehouse Manager and other warehouse operatives building and maintaining relationships with customers collecting their orders. This exciting opportunity requires a hands-on approach. You will have the opportunity to make your mark and contribute fully as we continue to facilitate and expand our service offer and the team. Previous experience in a similar role is a distinct advantage.

The successful candidate must hold a valid counterbalance forklift licence, be flexible, highly organised, and capable of performing tasks to a high standard. This is a responsible role which requires a high level of attention to detail. Candidates with good communication skills and a 'can do' attitude need only apply.

Main Duties:

Servicing customers who have ordered goods to be collected

silvatimber.co.uk | enquiries@silvatimber.co.uk | 0151 495 3111 | 020 8150 8055



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Liaising with and guiding customers who speculatively turn up to collect goods without prior notice

Establish and develop business relationship with calling customers

Picking orders

Packaging orders

Dispatching goods outward

Checking goods outward

Loading vehicles

Driving forklift truck

Health & Safety Management

Ensure the warehouse and yard are maintained and presentable on a daily basis

Maintain stock area ensuring all stock is stored in the correct area and is secure

Assist with the maintenance of the showroom appearance

Maintain stock levels and monitor the quality of showroom product samples

Assist showroom customer sample collections

Provide promotion and technical information to calling customers

Provide a high standard of customer service

Assist with regular stock takes of all products and communicate restocking needs to the team

Also:

May occasionally be required to unload vehicles, goods in etc

Assisting in stocktaking at year end

Any other duties as may be deemed necessary to ensure business objectives are met by senior management or directors

Essential Skills:

Valid counterbalance licence

Previous experience and knowledge in a warehouse environment

Motivated | A good team member | Highly organised

Essential Requirements:

Must be able to provide work history for references | Must be eligible to work in the UK

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Requirements (Who are we looking for?)

A good team player | Driven with a positive mind-set

A sense of humour and someone who can embrace the open and honest company culture

Self-motivated | Strong work ethic and willing to learn

Good communication skills and telephone manner

Team focused

Good understanding and ownership of tasks | Ability to organise and prioritise

A high level for attention to detail

A suitable level of customer facing experience

About Silva

Silva is a motivating and supporting business who invest in all their staff. Our company has been trading for over 20 years and we celebrated our 21st anniversary in May 2021. We have experienced constant growth thanks to our amazing team of people.

We have a well-structured and friendly team and are proud of our excellent staff retention record. There is always room for promotion, and we will be fully supportive as you progress in the business.

We pride ourselves on supplying high quality, innovative and sophisticated timber solutions, hence our strapline **'We Discover You Create'**.

Feel free to check out our website www.silvatimber.co.uk for yourself. We are often featured on TV shows, and we exhibit at Trade Shows nationally. We cover the whole of the UK from two locations – Widnes in the North West and Harmondsworth in West London

If you are looking for the next step on your career, why not send your CV to admin@silvatimber.co.uk and set up a confidential chat with one of our team. We look forward to hearing from you as you take the next step in your journey.

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