

## JOB DESCRIPTION

<b>Job Title</b>	Samples Assistant
<b>Business</b>	Vetro Global/Plusfloor
<b>Location</b>	UK
<b>Reports to:</b>	Operations Director

### Primary Purpose of Role

Is responsible for the production of hand samples and panels and fulfillment of sample orders that assist the presentation of the product in order to support the marketing effort and increase sales. Along with accompanying the warehouse team with daily tasks when required.

### Values and Behaviors

**High Performance & Results Driven** – Strive for growth & rising to the occasion

**Best Quality Always-** Continuous improvement and innovation

**Inherent Integrity** – Acting ethically and morally with respect to those around us

**Cohesive Collaboration** – Encouraging, motivating, and holding the team accountable

**Havwoods Heart & Soul** – Passionate about our customers design aspirations

### Compliance:

- As a Brand Ambassador, must be positive and respect Company Mission and Values at all times.
- Respect fellow Team Members.
- Perform all duties in an efficient, professional and courteous manner
- Professional work ethic. Lead by example including regular and punctual attendance, obedience, loyalty and honesty to management always.
- Being fanatical about upholding of the company brand.
- Undertake additional hours to complete tasks, as appropriate.
- Regular KPI reporting to Management
- Ensure adherence to safe operating procedures and workplace health & safety obligations.
- Ensure compliance with all Workplace legislation and Company policies and procedures

### Key Responsibilities/ Accountabilities

- Neat cutting of hand samples and panels for clients and showrooms.
- Fine sand edges to ensure uncompromising presentation.
- Accurately label all samples for clear and easy identification.
- Pick, wrap and pack samples for dispatch same day.
- Manifest sample shipments with the parcel carrier and assist with any transport questions.
- Receive and unpack deliveries and ensure stock is put away in correct location.
- Keep saw blades rotated and sharp.
- Maintain a clean, neat, tidy and safe sample area at all times.
- Appropriate PPE where provided to be worn at all times.
- Contribute to picking orders when required
- Load and offload couriers when required
- Manifest order shipments with the carrier and assist with any transport questions.

### Key Performance Measures

- Accurate manufacturing and picking to specification
- Sample reserves are up to date and full
- Accuracy of information and documentation prepared; including emails, dispatch notifications etc
- Completing work on time

#### Fulfilment

- Sample DIFOT

#### Product

- Quality control

The business has ambitious growth plans as a member of the operations team it is expected that we provide the sales team and customer services with the full support required to grow the business and exceed all business expectations month on month, we are constantly striving to meet and break all previous company records on a daily, monthly and yearly basis.

### Skills, Experience & Qualifications

The successful candidate will have strong and persuasive communication skills which will require excellent customer service skills and have the ability to build good rapport with customers.

The candidate must have an overriding passion to strengthen the brand and reputation, these include:

- Follows structured process and instructions easily, without deviation
- A good team player, willing to be flexible and support team members
- Coping with setbacks
- Adapting to change
- Intermediate computer skills
- Strong attention to detail
- Solid Written and oral communication skills
- Self-motivation and enthusiasm in a small team environment
- Safe operation of tools and equipment and use of PPE
- Strong product knowledge
- Supporting teamwork

**Benefits & Rewards**

- Attractive Salary package to commensurate with experience + respective Bonus incentives
- Long term employment stability and ongoing business support and training
- Career advancement opportunities in a growing business

**Key Relationships**

Internal	<ul style="list-style-type: none"><li>• Plusfloor &amp; VetroTeam</li></ul>
External	<ul style="list-style-type: none"><li>• Suppliers</li><li>• Customers</li></ul>

<b>Role Description Approved By</b>	Rebecca Patterson
<b>Date</b>	25-Feb-20