BEIJER REF UK
SUSTAINABLE SOLUTIONS

Join Our Team as a Trade Counter Assistant!

Location: Belfast

Beijer Ref UK is a leading refrigeration and air conditioning wholesaler, with 40 branches throughout the UK and Ireland. We are committed to delivering exceptional service, high-quality products, and industry-leading support across the UK and Ireland.

We are looking for a Trade Counter Assistant at our Belfast branch. 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, building customer loyalty and enhancing the company's reputation for service.

This role is key to helping us build loyalty in the region and ensuring customers choose us first, more often.

Key Responsibilities

- Provide a friendly and helpful response to customer enquiries to their total satisfaction in order to contribute to the management team's goal of 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 with internal / external customers potential problems to ensure the smooth flow of order and customer satisfaction;
- Goods inwards, picking, packing, loading and off-loading vehicles;
- Occasional multi-drop driving;
- Participate in the annual stock take.

What We Are Looking For

- 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.

Applications: recruitment@beijerref.co.uk - 01372 389221

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What We Offer

- 25 days holiday, increasing to 30 after 5 years
- Pension scheme and life assurance
- Employee Assistance Programme
- Bike to work scheme
- Supportive, collaborative, values-driven working environment

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Our Values

We live by our values every day – committed, united, engaged and straightforward. They guide how we work, make decisions and support each other and our customers.

About You

You will be someone who leads from the front, motivates others and thrives in a busy environment. You will enjoy solving problems and creating a smooth, reliable experience for customers every day.
If you are passionate about customer service, people, and operational excellence, we would love to hear from you.

Apply

Please submit your CV and cover letter to recruitment@beijerref.co.uk

We are an equal opportunity employer and welcome applications from all qualified individuals.