



MURDOCK

BUILDERS MERCHANTS

Murdock Builders Merchants is a family-owned business with 15 locations across Northern Ireland and the Greater Dublin region. With over 400 employees, we are recognised as a leading company in our industry, supplying general and specialist building materials, timber and hardware to the construction trade, the DIY sector, and the public.

Our business is built on strong relationships, expert knowledge and consistently excellent customer service delivered by our dedicated teams.

Murdock Builders Merchants forms part of the wider Murdock Group, which also includes Brooks Timber and Building Supplies, DPV, Cranwood and Lotus Homes.

Sales Support

Kilbarrack

We wish to recruit a Sales Support Representative who will play a fundamental role providing excellent customer service in our Kilbarrack branch. This role includes handling customer enquiries, processing orders, providing product advice ensuring these are carried out efficiently and effectively in line with Company Standards to both established and new retail and trade customers. This is an excellent opportunity for the right candidate to develop their skills and experience and play a vital role in our continued success.

Responsibilities:

- Ensuring the efficient processing and follow-up of customer enquiries via face to face, phone and e-mail.
- Maintain and process sales orders, prepare quotations ensuring these are carried out accurately and efficiently.
- Supporting and liaising with our External Sales Representatives to ensure that customer orders are processed accurately and efficiently.
- Maintaining effective communications with our suppliers regarding the sourcing and delivery of products.
- Building and maintaining successful customer relationships ensuring focus on the achievement of long-term customer loyalty.
- Assisting with Trade Counter Sales and Enquiries during busy periods as required

Key Criteria:

- Previous experience of providing excellent face to face customer service ideally within a Sales/Retail or Trade Counter background.
- Experience of both working within a team or individually
- Experience of working under pressure and to tight deadlines
- Ability to multi-task, prioritise, and manage time effectively.
- Excellent communication skills both verbal and written.
- Must have IT experience and knowledge of Microsoft Office
- Good knowledge of Building/timber materials or willingness to learn.
- Previous experience of working in Internal Sales role desirable

Benefits:

- Attractive package offered.
- Company Pension Scheme
- Opportunity for Excellent Career
- Staff Discount
- Long Service Leave and Recognition
- Westfield Cash Plan (After Successful completion of Probation)

Closing date: Friday 28th August 2026

To apply please:

Email CV to: MRice@mbm.ie

Download application form from www.murdockbuildersmerchants.com