



*Murdock Builders Merchants is a family-owned business with a workforce of over 400 dedicated colleagues, we are recognised as a leading provider of general and specialised building materials, timber, and hardware. Our clientele spans the construction trade, the DIY community, and the general public, ensuring that our offerings cater to a diverse array of needs.*

*Our acquisition of Brooks Group in August 2021 marks a significant milestone, expanding our footprint to encompass a total of 25 strategic locations across Northern Ireland and the Republic of Ireland. This union propels us to the forefront as the second-largest builder's merchanting group on the island of Ireland.*

*At Murdock Builders Merchants, we hold dear the relationships we forge with both customers and employees alike. Our ethos revolves around delivering unparalleled customer experiences, underpinned by the expertise and professionalism of our well-trained staff. As a business, we are committed to the development of our colleagues to enable us to resource new and existing roles required to meet the ongoing needs of a dynamic organisation. It's not just business for us; it's a commitment to excellence in every interaction.*

## **Internal Sales Support**

### **Kilbarrack**

We wish to recruit an Internal Sales Support who will play a fundamental role providing excellent customer service in the Kilbarrack area. This role includes responding to customer needs ensuring these are carried out efficiently and effectively in line with Company Standards to both established and new 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.

#### **This role will include:**

- Ensuring the efficient processing and follow-up of customer enquiries
- Maintaining effective communications with our suppliers regarding the sourcing and delivery of products.
- Supporting and liaising with our External Sales Representatives to ensure that customer orders are processed accurately and efficiently.
- 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 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
- Access to Company Pension Scheme
- Opportunity for Excellent Career
- Staff Discount
- Long Service Leave and Recognition

**Closing date: Friday 23rd January 2025**

**To apply please:**

**Email CV to:** MRice@mbm.ie

**Download application form from** [www.murdockbuildersmerchants.com](http://www.murdockbuildersmerchants.com)

*Murdock Builders Merchants is an Equal Opportunities Employer and welcomes applications from all sections of the Community*