



Murdock Builders Merchants is a family-owned business with 18 locations across Northern Ireland and the Greater Dublin region. With over 400 employees we are recognised as a leading Company in our industry and supply general and specialist building materials, timber, and hardware to the construction trade, the DIY sector and the general public. We value both our customers and our employees and our business is built on offering consistently excellent customer service by well-trained and knowledgeable staff. We have also recently acquired Brooks Timber and Building Supplies in South of Ireland who have 9 branches located throughout Southern Ireland.

## **Internal Sales Support – Newry Building Supplies**

We wish to recruit an Internal Sales Support who will play a fundamental role providing excellent customer service in the Newry 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
- Company Pension Scheme
- Opportunity for Excellent Career
- Staff Discount
- Long Service Leave and Recognition

**Closing date: Friday 2<sup>nd</sup> May 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