**Centre Sales Specialist - Job Description**

**MBE Northampton**

**Responsible to:** Reporting to the Centre Manager

**Job purpose:** Responsible for assisting with the smooth running of the centre, assuring that world-class customer service, up selling & cross selling is provided and reporting to MBE Franchise Partner/Centre Manager

**Main duties and responsibilities:**

**Operational Excellence**

• Read and become familiar with and put into practice, the techniques of all MBE operational and training manuals and instructions received from Head Office.

**Sales**

* Interact with customers.
* Manage and assist as necessary in the execution of jobs (shipments, copy jobs etc) in order to assure that they are completed on time and maintain high quality standards.
* Network with customers in the centre to provide sales leads.
* Sales visits to prospective customers when required.

**Daily Procedures**

* Monitor and assure cleanliness, organisation and imaging of centre.
* Assure performance of and monitor opening and closing procedures, cash handling, security procedures and daily deposits.

**Administration**

* Take inventory of retail items and supplies. Place orders with vendors to maintain sufficient stock. Handle reception and appropriate paperwork for products and supplies.
* Under the guidance of the Centre Manager, be responsible for securing collection from account customers, payments to vendors and general centre financials, as well as cashing up and banking.
* Handle general centre paperwork.
* Ensure all mailboxes are managed in accordance with head office instruction, legal regulations and company rules.

Dated: 3rd July 2023

The Company reserves the right to vary or amend the duties and responsibilities of the

post holder at any time according to the needs of the Company’s business.

Rate of pay: £11.50 per hour Hours to be agreed.