

TELECO

Job Description: Part-Time Sales Consultant

Summary of Position:

To provide and excellent customer experience that is unique to each customer at all times and to understand all aspects of the sales and customer support of wireless products and home services.

Key Accountabilities:

- Comprehensive understanding of Key Performance Indicators including “The TELECO Way”, and TELECO Minimum Standards
- Send customer’s devices to repair facilities for warranty and out-of-warranty work when needed and set them up with a courtesy phone to use in the interim
- Keep the retail area clean, fully stocked, and merchandised properly (no empty accessory hooks, phone holders, price cards, proper collateral, etc)
- Tbaytel training completed and up to date at all times
- Participate in rotation of customers with rest of retail sales team (walk-in traffic)
- Participate in team meetings
- Maintain a positive attitude about your work environment and the organization
- Show respect towards your team leader and management at all times

QUALIFICATIONS/ REQUIREMENTS:

- Knowledge and excitement pertaining to wireless products and services (within 6 months)
- Experience in retail sales an asset
- Ability to apply subject matter knowledge to resolve general support issues
- Ability to listen and communicate with both technical and non-technical persons
- Act as a team member by providing information and support to all other team members

PERFORMANCE EXPECTATIONS/ JOB OBJECTIVES:

- To provide an excellent customer experience at all times
- To complete the required amount of work on a daily basis
- To work at a rate of speed and accuracy in accordance with agreed standards
- To complete the required work in accordance with scheduled deadlines
- To master the skills and obtain the knowledge necessary to complete your work
- To minimize mistakes and make efforts to learn from them in order to improve
- To anticipate problems and suggest ways to improve efficiency
- To be where you are supposed to be when you are supposed to be there
- To assist with tasks when asked by management

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CORE COMPETENCIES:

- Customer-focused
- Team-oriented
- Problem solver
- Organized
- Strong communicator
- Committed