

TELECO Supply Co Ltd, also known as TELECO Wireless or simply, TELECO, is a leading Tbaytel Authorized Dealer located at 601 Central Ave in Thunder Bay. As a Tbaytel Authorized Dealer, we sell the Tbaytel suite of products from Home Services – Home Phone, TV, & Internet – to Mobility Services – Cell Phones, Smartphones, & Rocket Hubs – and provide after sales support you can count on.

TELECO is a locally owned and operated business with over 35 years of connecting Thunder Bay and Northwestern Ontario.

We are currently looking to fill a **Part-Time Sales Consultant** position, you can view the job description below.

### **Part-Time Sales Consultant**

#### *Summary of Position:*

To provide an excellent customer experience that is unique to each customer and understand all aspects of the sales and servicing of Mobility and Home Services.

*Reports to:* Retail Sales Manager

#### *Main Job Functions:*

- \*Greet each customer when they enter the store.
- \*Understanding the customer's needs and what brought them in today.
- \*Ensuring the retail area is clean, fully stocked and merchandised properly (no empty accessory hooks, phone holders, price cards, proper Tbaytel Collateral, etc).
- \*Tbaytel, TELECO, and vendor training is completed and up to date at all times.
- \*Participation in the rotation of customers with the rest of the retail sales team.
- \*Understanding of warranty procedures and how to properly send customer's devices away for warranty work, when needed, and how to set them up with a loaner phone.
- \*Participation in team meetings.
- \*Maintain a positive attitude about your work environment and organization.
- \*Show respect towards your team leader and management at all times.

#### *Qualifications:*

- \*Must be 18 years of age or older
- \*Knowledge of and excitement about Wireless products and services (previous 6 months of devices).
- \*Retail Sales experience is an asset.
- \*Ability to understand and resolve general support issues for all services we sell.

- \*Ability to listen and communicate with both technical and non-technical clients.
- \*Act as a team member by providing information and support to other team members.
- \*Eagerness to learn about Wireless devices/services and share that knowledge with clients.

*Job Objectives:*

- \*Provide an excellent customer experience at all times.
- \*Complete the required amount of work on a daily basis.
- \*Work at a high level of speed and accuracy.
- \*Complete required work in accordance with deadlines.
- \*Master the skills and obtain the knowledge necessary to complete your work.
- \*Minimize mistake and make efforts to learn from them in order to improve.
- \*Anticipate problems and suggest ways to improve efficiency.
- \*Be where you are supposed to be when you are supposed to be.
- \*Assist with any and all tasks when asked by management.

*Who You Are:*

- \*Customer focused.
- \*Team-oriented.
- \*Problem Solver.
- \*Organized.
- \*Strong Communicator.
- \*Committed.

If this sounds like you or you are interested, please submit a full resume by email or via Indeed to our Retail Sales Manager Jonathon at [jonathon.taylor@teleco.ca](mailto:jonathon.taylor@teleco.ca). We thank everyone for their expression of interest, however only those selected for an interview will be contacted.

Job Types: Part-time, Commission, Permanent

Salary: \$14.00 per hour

COVID-19 considerations:

To keep our staff and clients safe we have installed clear plastic barriers and are requiring everyone to wear masks while in the store. We have also introduced strict enhanced cleaning protocols.