

## Showroom Assistant - Guernsey

### Position details

<b>POSITION TITLE:</b>	Showroom Assistant - Guernsey
<b>BAND</b>	CI-2
<b>EFFECTIVE DATE:</b>	
<b>PURPOSE OF ROLE</b>	The position holds the day to day responsibility for maximising the showroom sales revenues and providing an exemplary service to the customer.
<b>LOCATION:</b>	45 The High Street, St Peter Port Guernsey or any other Jersey Airtel premises or Guernsey Airtel premises as requested by the company and permitted by local laws.
<b>NORMAL HOURS</b>	37.5 hours per week across 5 days Monday to Saturday between the hours of 08.30 and 18.00
<b>REPORTS TO:</b>	Showroom Manager
<b>DIRECT REPORTS:</b>	None
<b>KEY INTERNAL RELATIONSHIPS:</b>	Customer Services Department
<b>KEY EXTERNAL RELATIONSHIPS:</b>	Members of the public

## Key result areas

Performance and progress in the following areas will be a priority for the Showroom Assistant. The level of achievement within these areas will be the basis for performance measurement.

- To consistently meet sales targets.
- To provide a high quality of customer service to the standard expected by Guernsey Airtel Limited.
- To sell special promotions in the shop as and when local events make a special promotion appropriate.
- To maintain a high standard of display, both in window and inside the shop.
- To ensure the shop is kept clean and tidy at all times.
- To keep merchandise clearly ticketed and priced.
- Should be fully up to date with Customer Interface Processes such as Billing, Complaint Management, Customer Relationship Management and documentation compliance and completion.
- Fully conversant with billing and payment management process.
- Achieve against agreed sales targets and customer satisfaction measurements.
- Maximize Showroom Sales
- Exemplary Customer Service
- Shop ambience to maintain high standards of tidiness and appearance
- Any other duties regarding customer requirements

## Education & experience

The Showroom Assistant will possess the following qualifications and levels of experience:

- Ideally hold several years experience in retail sales/ customer service.
- A warm, enthusiastic and empathetic sales person with excellent listening skills.
- An understanding or interest in telecommunications voice and data products and their relevance to the consumer market.
- Self-confident with a high level of inter-personal skills with the ability to sell technology products.
- Must be highly result oriented with strong customer service.
- A self starter with a "can do" attitude, a natural sales person, comfortable in a fast paced environment.
- Highly motivated with the ability to influence and persuade others through communication.
- Must be a team player, but also able to work on own initiative.