

Retail Service Advisor – Jersey

Position details

POSITION TITLE:	Retail Service Advisor - Jersey
BAND	CI-2
EFFECTIVE DATE:	ASAP
PURPOSE OF ROLE	The position holds the day-to-day responsibility for maximising the showroom sales revenues and providing an exemplary service to the customer.
LOCATION:	1 Castle Street, St Helier or any other Jersey Airtel premises or Guernsey Airtel premises as requested by the company and permitted by local laws.
NORMAL HOURS	40 hours per week across 5 days Monday to Saturday between the hours of 08.30 and 18.00
REPORTS TO:	Showroom Assistant Manager & Showroom Manager
DIRECT REPORTS:	None
KEY INTERNAL RELATIONSHIPS:	Customer Services Department
KEY EXTERNAL RELATIONSHIPS:	Members of the public

Key result areas

Performance and progress in the following areas will be a priority for the Service Advisor. 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 Jersey 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

Education & experience

The Service Advisor 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.

5 Years Residency Required