**JOB DESCRIPTION**

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| **JOB TITLE:** | Fibre Switch Squad - Sales Generator |
| **HOURS OF WORK:** | 30 hours per week |
| **REPORTS TO:** | Retail Deputy Manager |
| **WORKING WITH:** | David Russell |
| **DEPARTMENT:** | Retail |
| **LOCATION:** | Guernsey |

## JOB PURPOSE

* Responsible for going door-to-door and selling merchandise or services. Sets up and demonstrates product, negotiates sale, and completes paperwork. May check up on clients repeatedly.

## REQUIREMENTS

* Clean driving license

## MAIN DUTIES AND RESPONSIBILITIES

* Self-motivated with the ability to work on their own with minimal supervision.
* Manage a prospect list.
* Work an assigned area, often up to 20 – 30 houses per day.
* Travel to different areas of the island going door-to-door with the goal of selling Fibre broadband and adjacent products and services.
* Sets up and demonstrates product and show how customer can maximize product features.
* Show a presentation on product features.
* Convince client to purchase product using a script or persuasive technique.
* Upsell and cross sell mobile tariffs and big bundle options.
* Hand out pamphlets.
* Submit orders into the online order system.
* Circle back and check on customers who are in the position to buy the product.
* Develop constructive and cooperative working relationships with others.
* Win back or upgrade current or former customers.
* Assist with installation of products.
* Tell customers why Fibre with Sure is better than competitors.
* Suggest specific product purchases.

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

## SKILL REQUIREMENTS

Essential

* A passion for putting the customer first
* Previous sales experience
* Appreciation of the importance of customer service
* Ability to deal with difficult customers
* Enthusiasm for new technology
* Ability to produce accurate & quality work.
* Ability to deal with & communicate effectively with customers and staff at all levels.
* Ability to promote the Company Brand & progressive image whilst delivering high standards of customer care.

Highly Desirable

* Knowledge of Microsoft Office
* Keyboard skills
* An understanding of modern retail technology
* An understanding of, or interest in mobile technology
* Demonstrate an interest in current and future technology

**Personal/Behavioural attributes:**

* Self motivated with the ability to work alone or as part of a team
* Excellent verbal communication skills
* Good personal presentation

## COMPETENCIES REQUIRED FOR POST

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| --- | --- |
| Competency | Competency Levels |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Commercial Awareness | 1 | 2 | 3 | 4 |
| Customer Focus |  |  | X |  |
| Brand Awareness |  |  | X |  |
| Financial Awareness |  | X |  |  |
| Business Awareness |  | X |  |  |
| Regulatory Awareness |  |  | X |  |

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| --- | --- | --- | --- | --- |
| Communication Skills | 1 | 2 | 3 | 4 |
| Communication |  |  | X |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Personal Effectiveness | 1 | 2 | 3 | 4 |
| Organisation of Work and Time |  |  | X |  |
| Teamwork |  |  | X |  |
| Approach to Change |  |  | X |  |
| Quality and Accuracy of Work |  |  | X |  |
| Safety and Housekeeping |  |  | X |  |