**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **JOB TITLE:** | Retail Sales Advisor/Greeter |
| **HOURS OF WORK:** | 37.5 hours per week |
| **REPORTS TO:** | Retail Sales Manager |
| **DEPARTMENT:** | Retail |
| **LOCATION:** | Waterloo House - Guernsey |

## JOB PURPOSE

* To provide an efficient, professional sales and support service to customers, enquiring about and requiring to purchase, products and services sold by Sure, including Mobile and Residential services
* Monday to Saturday

## MAIN DUTIES AND RESPONSIBILITIES

**RETAIL:**

* To arrive at work in plenty of time for a daily staff briefing before the shop is open.
* To present an efficient and professional sales service for all Sure customers.
* To strive for customer excellence every time.
* To always greet customers with a smile.
* To provide customers with honest and clear information.
* To make sure that every customer leaves with their needs met or in a process that they are satisfied with.
* To clearly provide all the information a customer needs to make informed decision relating to their needs.
* To make sure all customers leave with a complete and working service with Sure or that their requested service is in provision, and they are clear of the date said service will go live.
* To demonstrate and sell products and services which comprise of the Sure mobile, and residential services portfolio.
* To be fully competent in the use of the computerised systems and other applications relevant to the sales process after training.
* To provide on-going support for all products and services available to customers from Sure, by means of face to face, email, telephone contact, and strive to resolve all customer queries/complaints within one working day.
* To assist if required, in training of new members of the Retail team.
* To attend or partake in any training that may be required.
* To be prepared to respond to the requirements of customers.
* To be aware of the commercial requirements of the company and the retail department in particular.
* Work to meet personal and group sales targets.
* To process all orders and work within targets set by the Company.
* To at all times safeguard the company from legal action or to bring the company in to distribute.

**ISLAND SPECIFIC:**

* **Guernsey only** – As determined by the Retail Sales Manager, to work selected Thursday nights and Sundays during the day during the Christmas trading period from November 1st to December 31st.

**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