**JOB DESCRIPTION**

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| **JOB TITLE:** | Door to Door Fibre Sales Consultant |
| **HOURS OF WORK:** | 37.5 hours per week |
| **REPORTS TO:** | Retail Deputy Manager |
| **WORKING WITH:** | Retail |
| **DEPARTMENT:** | Retail |
| **LOCATION:** | Waterloo House Guernsey |

**JOB PURPOSE**

* Responsible for going door-to-door and selling the Sure product portfolio including but not limited to Fibre.
* Sets up and demonstrates product, negotiates sale, and completes paperwork. May follow up with clients repeatedly.

**REQUIREMENTS**

* Clean driving license (company car provided whilst going door to door)

## MAIN DUTIES AND RESPONSIBILITIES RETAIL:

* 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.
* Work to agreed weekly targets.
* 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 demonstrate products and show how customers can maximize product features.
* Show a presentation on product features.
* Upsell and cross sell mobile tariffs and big bundle options.
* Hand out pamphlets.
* Submit orders into the online order system.
* Proactively follow up with customers as required.
* 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 TRAINED on and 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.
* Understand and comply with the Retail Policies, Processes and Procedures.
* 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**

* Good personal presentation
* A passion for putting the customer first.
* Good verbal communication skills
* Previous sales experience
* Appreciation of the importance of customer service
* An understanding of modern retail technology
* Keyboard skills
* An understanding of, or interest in mobile technology
* Ability to deal with difficult customers.
* Enthusiasm for new technology
* Ability to produce accurate & quality work.
* Demonstrate an interest in current and future technology.
* Ability to deal with & communicate effectively with customers and staff at all levels.
* Knowledge of Microsoft Office
* Ability to promote the Company Brand & progressive image whilst delivering high standards of customer care.
* Self-motivated with the ability to work alone or as part of a team