

Retail Service Advisor – Guernsey

Position details

POSITION TITLE:	Retail Service Advisor - Guernsey
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:	45 High Street, Guernsey, premises or Jersey 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.

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