

Bell is a premier wireless retailer in Canada - we believe success comes by helping our people learn, grow and develop. Providing 'Integrity Selling' where we sell the right wireless solutions to each customer's specific and unique needs. Our team of trained experts work with the latest technology for wireless devices. As an employer of choice we are a high performance telecommunications sales channel driven by a culture of pride which offers additional opportunities and rewards to those who believe in maximizing their potential.

## **JOB DESCRIPTION**

This position allows the Sales Consultant the opportunity to welcome, interact and follow-up with our customers. It is the Sales Consultant's responsibility to fact find to determine the customers' wants/needs and to provide them with a total solution balancing the customer's expectations with the store's profitability.

### **The Sales Consultants focus will be on:**

- Putting the WOW factor in place for customers.
- Ensuring total satisfaction and loyalty of customers.
- Realizing and achieving potential revenues, not just revenue targets.
- Controlling expenses.
- Participating as a full contributor to the store team.

### **Responsibilities**

- Meet or exceed sales targets by presenting customized solutions to our customers.
- Assume responsibility for the knowledge of product, service and campaign/promotional offerings.
- Actively participate in training and coaching initiatives.
- Understanding of competitive products and promotional offers.
- Provide after sale support by following-up as required/requested and thereby ensuring customer loyalty.
- Solidify the customer/Bell relationship and take initiative to go the extra mile to exceed the customers' expectations.
- Ensure customer conflict/objections/concerns are resolved, including escalating as required.
- Act as a Bell ambassador by professionally representing the Bell store and the organization in accordance with the Bell value standards.
- Anticipate, analyze and communicate sales trends to store management.
- Perform retail store "details" completely and accurately to ensure effective and efficient store operations

### **Qualifications**

- Retail experience in a dynamic and fast-paced team environment
- Commitment to driving sales
- Excellent written and verbal communication skills
- Flexible to work day, evening and weekend shifts, based on business needs
- Comfortable with technology such computers, mobile devices and digital merchandising
- Reports to a Assistant Store Manager and Store Manager

### **About Bell**

Bell offers all eligible employees a benefits package including:

- Competitive base pay and incentive programs
- Company paid demo phone line
- Employee discount on Bell products and services such as Bell TV
- Opportunity for growth, development and internal promotion