

Retail Sales Consultant

Quick Facts

Job Title: Retail Sales Consultant

Team: Retail

Reports to: [Retail Manager](#)

Salary: Award Rates

Description

The Retail Customer Service Expert works with retail customers in person, via telephone and email, and using other technologies as necessary, to provide solutions, facilitate retail sales and handle a broad range of enquiries.

Essential Duties and Responsibilities

- Act as the single point of contact to the customer for all types of service requests
- Coordination with the sales team, services team and admin team on the behalf of customers
- Process service requests (repairs or otherwise) as they arrive through email, manual entry, or direct customer input
- Schedule internal and field technical resources in ConnectWise
- Process retail sales, receive cash, balance cash register and other point of sale duties
- Handle customer enquiries regarding retail products, product suitability, and status of repairs or other services
- Maintain in-depth product knowledge of the service offerings of the company

Additional Duties and Responsibilities

- Improve customer service, perception, and satisfaction
- Document internal processes and procedures related to duties and responsibilities
- Fast turnaround of customer requests
- Ability to work in a team and communicate effectively
- Escalate service requests that cannot be scheduled within agreed service levels
- Responsible for entering time and expenses in IT systems as it occurs
- Understand processes by completing assigned training materials
- Enter all work as service tickets into IT systems

Knowledge and Skills Required

- Basic computer and operating system knowledge
- Interpersonal skills: such as telephony skills, communication skills, active listening and customer-care
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately
- Service awareness of all organisation's key IT services for which support is being provided
- Understanding of support tools, techniques, and how technology is used to provide IT services
- Typing skills to ensure quick and accurate entry of service request details
- Self-motivated with the ability to work in a fast moving environment