



POSITION DESCRIPTION

Position Title: **Retail Sales Representative**

Role Status: Full Time / Non Exempt

Location: Nu'uuli, Am. Samoa

Reports to: Retail Sales Manager

Business Unit: Retail Sales & Services

Date: November 2021

Position Summary:

Frontline staff responsible for providing exceptional customer service; sell Bluesky products and services, operate in a professional manner, engage customers, adhere to and maintain store standards and support teamwork.

Key Accountabilities and Results Areas

Major Responsibilities

- Provide exceptional customer service to all customers
- Proactively develop the sale by providing options for the customer, overcoming sales objections
- Respond to and correct billing or sales issues efficiently and effectively while adhering to departmental policies and procedure
- Strive to meet individual and store sales targets
- Responsible for the sale and up selling of Bluesky products and services; including cross selling of integrated and non integrated products and services
- Attend regularly scheduled team meetings as required by Retail Sales Manager or Lead
- Responsible for the sale of Bluesky products and services
- Reconciliation of cash and stock without any variances
- Assist in maintaining the store's product presentation and visual objectives to company standards and floorset direction
- Report all suspicious activity, cash or stock losses to the loss prevention and store management team
- Other related duties as assigned

Key Stakeholder Relationships

Internal Stakeholders:	<ul style="list-style-type: none">• Retail Sales Manager• Retail Leads• Finance Team• Sales Team• Marketing Team• Customer Service Team
External Stakeholders:	<ul style="list-style-type: none">• Customers• General Public

Key Requirements and Competencies

Qualifications/ Experience:	<ul style="list-style-type: none">• Associates degree or minimum of high school diploma and a minimum of 1 year experience in customer service or retail sales
Knowledge/ Skills /Ability:	<ul style="list-style-type: none">• Must be a team player with a great personality• Knowledge of telecommunications products and services a plus• Excellent verbal and written communication skills (both English and Samoan)• Must always have a professional appearance• Ability to provide to excellent customer service• Solid organization skills and an ability to execute at a high level• Must be honest in handling cash and stock• Flexibility to work various shifts which include evenings and Saturdays



	<ul style="list-style-type: none"> • Must have active listening, problem solving, customer service orientation, and organizational skills • Attention to detail, initiative, good judgment, adaptability to changing work environment, team work, stress tolerance and resilience • Proficient in relevant computer applications or Point of Sale programs
Organisational Competencies:	<ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.
	<ul style="list-style-type: none"> • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.
	<ul style="list-style-type: none"> • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.
	<ul style="list-style-type: none"> • Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.
	<ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

Business Compliance:	<ul style="list-style-type: none"> • Ensure a sound understanding and demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
Health and Safety:	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Purpose, Values, & Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for	We apply technology and service excellence to advance and improve	<ul style="list-style-type: none"> • Customer first • Team work • Integrity • Passion 	We take ownership and always do our best for customers.



connecting our Pacific communities around the world.	the lives of our customers	<ul style="list-style-type: none">• Positive attitude and smile!	We respect and support each other.
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