

Sales Associate

The Phoenix Stores Limited has an interesting and challenging opportunity for Sales Associates, reporting directly to the General Manager. Applicants for this position must have excellent customer service skills, strong interpersonal skills and a proven track record of working in a high volume retail environment.

Responsibilities:

- Be knowledgeable on all P-Tech products, services and competitive products with the ability to communicate and explain them in a clear manner, both verbally and in writing
- Understand the different features and functions of electronics and technology with the ability to discover how these features can benefit the user in different situations
- Explain the benefits and qualities of how each product works and integrates with other technology products
- Promote add-on or upgrade sales
- Become familiar with consistent product issues, either functions or defects, and know the process to rectify them
- Effectively address all enquiries originating from prospective and existing customers and vendors
- Liaise with internal and external support along with manufacturer service departments as required
- Assist management in all areas of repair, service, product management, merchandising and in-store marketing

Requirements/ Skills:

- A high school diploma or equivalent with at least two years' experience in a similar position
- Proficient in Microsoft, Apple and Android software environments
- Experience in technology or an ability to understand current technology
- Must be committed to first-class customer service and demonstrating professionalism, integrity, tact and diplomacy in order to develop and maintain customer relationships
- Must possess excellent written and oral communication skills
- Self-motivated with strong organizational skills, and able to work with minimum supervision in a demanding and progressive environment
- Capable problem solving abilities and the ability to make decisions within the boundaries of Company policies in order to service customers
- Must be flexible and willing to work within the opening hours of the business and understand the need to change business hours due to events, seasons or specific situations



Qualified persons should apply in writing with full resume and written references to: The Human Resources Manager, P.O. Box HM 826, Hamilton HM CX, Bermuda, via email to hr@psl.bm or via fax to (441) 295-8794. We thank all applicants for their interest, but only those being considered for an interview will be contacted. All inquiries will be kept in strict confidence.
Closing Date: February 29, 2012

