

# The Complete Office

## Retail Sales Associate

The most important part of providing exceptional customer service is offering the very best experience to our customers! Our Sales Associates are the very face of The Complete Office Ltd. and their performance has a huge impact on company performance and customer perceptions. That's why we choose our Sales Associates carefully. Our Sales Associates must possess a curiosity and eagerness to solve the customer's needs while at the same time develop and foster long-term, trusting relationships with our customers.

The successful candidate will have the opportunity to develop their communication skills in a professional, value-based environment.

### **Key Responsibilities:**

- Relationship selling products, services and solutions by getting to know customers and helping solve their unique end to end needs.
- Growing sales of PC and Apple-based solutions to consumer and professional customers.
- Asking lifestyle questions to thoroughly understand customer needs, offers relevant services, solutions and accessories so customer can make informed decision to complete their purchase.
- Utilize all relevant sales tools to drive profitable growth.
- Maintaining merchandising and visual standards.
- Leverages on-line resources, tools, and peer knowledge to self-train.
- Attends and participates in all required trainings and meetings.

**The ideal candidate must be dynamic, intelligent, and passionate and possesses the following competencies and attributes:**

- Sales background within the retail electronics industry, with a proven sales track record
- High school diploma or equivalent
- Well-versed and educated on PC, Apple-branded and related 3<sup>rd</sup> party products
- Excellent communications skills – written and verbal – including formal presentation skills
- Interpersonal savvy when interacting with internal and external customers
- Ability to work independently
- Extra-ordinary customer service commitment through professionalism and product knowledge
- Planning, organization, and implementation skills
- Flexibility in a dynamic retail environment
- Problem solving abilities
- Highly motivate to achieve
- High level of ethics, values, integrity and trust

The nature of this business will require the candidate to work on Saturdays.

Salary and benefits will commensurate with experience. Interested candidates should submit a resume, no later than **October 18, 2012** to:

**Human Resources  
The Complete Office Ltd.  
P.O. Box HM 1032  
Hamilton, HM EX or by e-mail to: [careers@tco.bm](mailto:careers@tco.bm)**