

# APPLIANCE SALES CONSULTANT

## BERMUDA GAS & UTILITY COMPANY LIMITED

Reporting to the Senior Sales Consultant, the Appliance Sales Consultant is the primary contact with our customers in selling the Company's gas and electric appliances and related equipment. The Department is open Monday to Friday 8:00 a.m. to 5:00 p.m. and Saturdays from 9:00 a.m. to 5:00 p.m. The successful applicant will be required to work Saturdays.

### PRIMARY RESPONSIBILITIES

- Welcome customers to Bermuda Gas, in person and by telephone
- Assist customers with their selection of products
- Initiate contact with potential customers, in person, in writing or by telephone
- Complete customer orders and keep customers updated about the status of any outstanding orders
- Set up new customer accounts and receive payments
- Liaise with various Company departments to arrange delivery and installation
- Remain current with product knowledge and market trends
- Maintain a well-stocked and tidy Showroom, according to Company merchandising standards and operating procedures
- Undertake additional projects and initiatives, as assigned

### KNOWLEDGE, SKILLS, EXPERIENCE AND EDUCATION REQUIRED

- High School graduation (GED certificate acceptable)
- While previous appliance sales experience would be preferred, a minimum of 2 years' direct sales experience in another field will be considered
- Ability to attract new customers through a variety of sales techniques is key
- Excellent customer service skills are essential
- Knowledge of propane gas safety practices would be useful, but not essential
- Willing to acquire LPG industry certification
- Proficiency in the Microsoft Office Suite
- Proactive individual with well developed interpersonal skills and a strong work ethic
- Solid problem-solving abilities
- Proven ability to work under pressure and meet deadlines
- Excellent organizational and time management skills
- Demonstrated communication (both written and verbal) skills
- High standard of personal integrity, dependability and accountability
- Willingness to work as an enthusiastic team member, assisting colleagues wherever possible

### CLOSING DATE

Qualified candidates are invited to send their résumés to the Human Resources Department by **September 16, 2014**, by hand or by email.



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