

we're hiring

Digicel is looking for a top candidate to fill the role of

Door to Door Agent

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel! Digicel is seeking self-motivated individuals with excellent communication and interpersonal skills for the position of Fibre Door to Door Sales Agent.

Reporting to the Consumer Sales Manager, the Door to Door Agent is responsible for providing superior service to new and existing customers in a timely, courteous and efficient manner through visits calling upon Digicel current and potential customers, whilst also meeting monthly Door to Door Sales KPI's.

Primary Responsibilities include (but are not limited to):

- Assignment of specific territory, prospect and convert leads through customer visits with the aim to review customers' current telecommunication, internet connectivity and home entertainment preferences with the intent to sell the Digicel true Fibre service
- Represent and communicate Digicel products and services professionally and effectively with people outside the organization
- Inputting and scheduling new Digicel Fibre activations and apply applicable agreement terms to the BID when a customer is availing of a promotion
- Working close with the Service Delivery Team Dispatchers to ensure that customer's appointments are clear, confirmed and not missed
- Inputting upgrades, downgrades and repair requests for Digicel Fibre customers
- Bringing awareness to any new promotion which is launched through customer house calls
- Assisting with telesales and conversions when required
- Assisting with collections of cold calls if the requirement arises from the Finance teams
- Working on Saturdays is a mandatory requirement for this role

KPIs:

- Daily, Weekly & Monthly new customer targets
- Minimum number of customer visits daily for agents
- Sales tracker submitted daily with minimum errors
- Orders keyed in with minimum errors
- Paperwork completed and filed in correct order
- Confidentiality Agreement
- Knowledge and understanding of all home entertainment plans that Digicel and BTC offer

The successful candidate will possess the following qualifications, skills and experience:

- High School Diploma or equivalent
- Proven sales experience, highly motivated, enjoy selling and be up for a challenge
- Knowledge of the Internet Marketplace
- Excellent verbal and written skills
- Proficiency in computer applications (Microsoft Office Suites etc.)
- Valid Driver's license
- Ability to multi-task
- Effective time management skills with little direct day to day supervision

Interested persons should apply with a cover letter and detailed resume to www.btc.bm and click on the Careers link to submit.

Closing date: November 15th, 2017

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PLEASE NOTE THAT ONLY SHORT LISTED CANDIDATES WILL BE CONTACTED.

Digicel