



## **BFCHRJ-086 – Sales Consultant | Retail Branches | Bahrain**

### **About the role:**

The job holder is responsible for the daily interaction with the customers within the branch network.

### **Your Responsibilities:**

- Ensure the float is counted by the Branch Manager and regular spot checks are carried out on their float.
- Immediately inform the Branch Manager when a surplus or shortfall is identified in the till.
- always Ensure protection of entrusted money and any other valuables to the company by ensuring the till is always locked when the cashier is not present at their desk.
- Ensure adequate cash stock is always available and when a potential shortage is identified the branch manager is immediately advised. Stick to the advised limits for cash stock.
- Help prospective or existing customers to understand their needs and explain options to prospective customers regarding the best product available for them to use.
- Respond promptly and efficiently to customer's instructions, requests and enquiries always regardless of whether it is your direct responsibility. All staff should actively seek to manage any queries to a successful conclusion.
- Make suggestions for improvements to customer service to the branch manager based upon feedback from friends or relatives who have used the Company's services.
- Ensure the Branch Policies and Procedures are followed and where appropriate make suggestions for improvements to the Branch Manager.
- always Ensure the protection of security of their User ID and password for BFC systems.
- Ensure accuracy of the data entered into the system for the transactions.
- Remain continually up to date with the Company's Policy and Procedures.
- Manage the stock levels for Foreign Exchange services, ensuring replenishment and repatriation are carried out as and when require.
- Ensure successful handover of your till, passwords, keys or anything else relevant to the successful operation of the branch on vacations of long leaves or as requested.

### **About You**

- Higher secondary school education required as a minimum.
- Minimum 1 year administration, customer service or sales experience
- Fluent in English, Hindi and Arabic
- Strong customer service skills
- Excellent communicator
- Basic PC skills (intermediate knowledge in MS Office)
- High attention to detail.