



BFCHRJ-001 – Bahraini Sales Consultant | Retail Branches | Bahrain

About the Role:

The role is about achieving sales target, providing customer service and ensuring all operational policies and procedures are followed. The Sales Consultant must provide foreign exchange services including remittances, traveler's cheques, foreign banknotes and any other services to BFC customers. The individual must maintain a high standard of customer service ensuring Company procedures and controls are followed at all times.

Your Responsibilities:

- Major financial responsibilities will include balancing the cash at the end of the shift and prepare the necessary reports.
- 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.
- Ensure protection of entrusted money and any other valuables to the company at all times by ensuring the till is always locked when the cashier is not present at their desk.
- Ensure adequate cash stock is available at all times and when a potential shortage is identified the branch manager is immediately advised. Stick to the advised limits for cash stock.
- Understand that the commission and revenue from all transactions is associated with the costs of running the branch operation and therefore its profitability.
- Deliver the highest standard of Customer Service is given at all times and develop client relationships to a position of loyalty so that customer always recognizes you.
- 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 at all times 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.
- Adhere to Front Office procedures and controls at all times; ensure that adherence at all times with the company's rules and requirements and sales process and that the company's policies and procedures are adhered to.
- Ensure the protection of security of their User ID and password for BFC systems at all times.
- Ensure accuracy of the data entry 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.
- Maintain accurate records and produce relevant documentation for each transaction or enquiry.
- Where you identify the branch policy and procedures are not being followed then this matter should be escalated to the Branch Manager or Head of Retail Branches.
- Contribute to an environment of teamwork within the branch by ensuring everyone realizes that the success of the branch is dependent on all working towards the same organizational goals.
- You are on the front line of the organization and your ability to work with staff and customers is key to your personal and organizational success.
- Work within a team to help drive sales, competitiveness and enhance sales and customer service techniques.

About You

You are required to have a Secondary School education as a minimum.

Diploma certification is an added advantage.

You should have a minimum of one (1) year administration, customer service or sales experience.

In addition you must

- Be Able to communicate both in English and Arabic language
- Possess good interpersonal/communication skills
- Basic Computer skills
- Good Arithmetic skills
- High attention to detail
- Strict work ethics
- Well presented
- Self motivated with high levels of drive and energy
- Excellent organization and negotiation skills