

BEC001-Sales Consultant | Kuwait

About the Role:

The role is to be a member of a team that is responsible for the daily interaction with the customers within the branch network.

You're Responsibilities:

Achieve sales targets, provide customer service and ensure all operational policies and procedures are followed. You are responsible to provide foreign exchange services including remittances, travelers cheques and any other services to BEC customers, maintaining a high standard of customer service and ensuring company procedures and controls are followed at all times.

Main Duties

1. Financial

- Balance 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 your float which is then documented for audit purposes
- 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 (FX or KD) 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

2. Customer Services

- Deliver the highest standard of Customer Service at all times and develop client relationships to a position of loyalty so that customer always recognizes you
- While serving the customer, you are expected to behave as follows:
 - Greet the customer verbally and with a smile
 - Verify his ID as per transaction requirement
 - Do his transaction efficiently
 - Ask him if he needs currency, in case of remittance customer & vice versa
 - Thank the customer on completion and request him to come again
- Help prospective or existing customers to understand their needs and explain options to prospective customers regarding the best product available for them to use
- When, off the counter and in customer service, ensure you meet and greet the customers

- 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

3. Operational Excellence

- Adhere to Front Office procedures and controls at all times which are available on the Company's website. If you identify differences in the ways of working compared to the policy you must advise the branch manager to escalate to head office
- Ensure the protection of security of their User ID and password for BEC systems at all times
- Ensure accuracy of the data entered into the system for the transactions
- Manage the stock levels for Foreign Exchange services, ensuring replenishment and sale to head office 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 whilst on vacation
- Maintain accurate records and produce relevant documentation for each transaction or enquiry
- Where you identify the branch policy and procedures are not being followed by staff then this matter should be escalated to the Branch Manager or Manager Retail Branches

4. Team work:

- 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
- Cooperate with the Branch Manager on day end closing
- Always remain vigilant on opening/closing times to ensure safety of your colleagues

About You:

- You are required to have a High secondary school education as a minimum.
- Minimum 1 year administration, customer service or sales experience
- Good reading, writing and arithmetic skills
- Fluent in English and preferably Arabic
- Strong customer service skills
- Excellent communicator
- Basic PC skills (intermediate knowledge in MS Office)
- High attention to detail
- Strict work ethics
- Well presented
- Self-motivated with high levels of drive and energy
- Excellent organization and negotiation skills
- Customer service and or sales experience
- Interpersonal and communication skills