

Job Description Form

Job Description

Job Title:	Sales Advisor
Department/Location:	
Reports to:	Store Manager
Staff Responsibilities: Responsible for Part Time Sales Advisor(s) in Store Manager's Absence	
Hours of work:	
Salary Range:	

Summary of Position:

- Advising customers who arrive at the store on appropriate fitness equipment & supplements for their needs
- Describe features and benefits demonstrating equipment to the customer in store with a view to closing the sale
- Dealing with incoming calls for product advice and taking orders over the telephone
- Compiling and processing orders and quotes via a computerised ordering system
- Accurately describing the delivery process to the customer
- Processing finance applications over the telephone and in store
- Handling customer complaints with professionalism and forwarding after-sales issues to the appropriate departments
- Performing "out reach" to local businesses, public organisations and gyms
- Assisting the Store Manager with stock takes, stock deliveries, showroom display, assembly & maintenance of display equipment, pricing and merchandising
- Occasionally assisting the store with the evening sales line
- Cash handling and cashing up
- Store opening & closing responsibilities
- Manage yourself as part of an established team and as a driven individual

Primary Responsibilities

<ul style="list-style-type: none"> <input type="checkbox"/> Establish and achieve showroom and telephone sales targets and objectives monthly, weekly and daily on both a personal and team level, working to a clear and achievable action plan as laid out by the Store Manager 	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure that each customer receives outstanding service by providing a friendly environment, which includes greeting and acknowledging every customer, maintaining solid product knowledge, and all other aspects of customer service Proactively establish and maintain effective
<ul style="list-style-type: none"> <input type="checkbox"/> Maintain an awareness of all promotions and advertisements (ours and our competitors) in order to maximize all opportunities in the process of closing a sale resulting in the taking of market share from our competitors Assist in floor moves, merchandising, display 	<ul style="list-style-type: none"> <input type="checkbox"/> working relationships with all support departments, internal and external in order to deliver excellence in customer care and aftersales Cash handling & store security - (key holder position)
<ul style="list-style-type: none"> <input type="checkbox"/> maintenance, and housekeeping 	<ul style="list-style-type: none"> <input type="checkbox"/>

Personal Specification

	Essential	Desirable
Qualifications & Training	* Math & English GCSE A - D or equivalent. Must be fluent in the English language.	* Sales training * Fitness qualification(s)
Experience	* Minimum of 12 months customer facing experience	* In excess of 12 months' sales experience * Call handling * Cash handling
Qualities and Attitude	* Self motivated * Confident, friendly professional demeanour * Good communication/interpersonal skills * Ability to work under pressure and manage conflicting priorities * Good written and numerical skills * A good knowledge of IT * A team player with a proactive can-do attitude	* Competitive * Target driven * Motivated by bonus earnings * Persuasive
Product Knowledge		Some interest in keeping fit or using a gym facility an advantage

Prepared by

Name:		Signature:		Date:	
Title and/or Department:					

Note: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business. The post-holder will be expected to participate in this process and we would aim to reach agreement on any changes.