

Job Posting

Position:	Retail Consultants
Job Category:	Retail Sales
Type:	Full Time Permanent
Location(s):	FIDO Rogers, Keil Drive
Start Date:	Immediately
Compensation:	Base hourly wage + commissions & bonuses Extended Benefits

ABOUT US

At Wireless Express, we know it's our employees who drive our success. We value who ***you are***.

As a growing company with 45 retail locations and counting, we know the name of every one of our team members... *(and their partners' names, and their favourite colour, and how they travel to work each day, and who they are cheering for in the playoffs...)*.

Wireless Express (WE) is Ontario's largest Authorized Rogers Dealership. We are a family owned and operated entrepreneurial company with 18 years of success!

THE ROLE

Our Sales Consultants are problem solvers; finding the right solution for every client's need. They build relationships, offer solutions, and deliver on promises. Along the way, they sell cool devices and accessories.

WHAT TO EXPECT

- Fast paced environment where technology changes what we sell, ***and*** how we sell it
- A great team standing behind you every step of the way
- Lots of face time with the public, and lasting relationships
- More emails than you can ever read in one day!

OUR COMMITMENT TO YOUR SUCCESS

- ✓ Competitive Compensation. Base wage + commissions + incentives. (Shhh...don't tell our competition, our reps earn \$15+/hour on average).

- ✓ Sales Promotions. Do you love winning? We love you winning. Home theatre systems, Vacations, Gift Cards, Cool Devices...
- ✓ Affordable Technology. Great discounts on the latest gadgets, accessories and more.
- ✓ Extended Health and Dental Benefits. Services covered include massage therapy, prescription drugs, and out of country travel insurance.
- ✓ Amazing Discounts on your Rogers/FIDO mobile account. Spend less \$\$\$ keeping in touch.
- ✓ Opportunities for Career Development. We strongly believe in promoting from within.

RESPONSIBILITIES

- Provide exceptional customer service, and ensures that all corporate and brand standards are followed
- Drive top line sales within the store: strive to meet or exceed sales quotas and store objectives
- Completing training and upgrade knowledge regularly
- Stay current on product knowledge and promotional information
- Sales and support for new and existing customers alike
- Participating in special sales events and promotions/projects
- Troubleshoot customer care issues and provide solutions by working with key Wireless Express and Rogers/FIDO contacts
- Processing sales transactions, and balancing daily sales
- Maintaining company standards for confidentiality
- Handling cash & high value goods
- Other duties as assigned

MANDATORY JOB REQUIREMENTS

- A valid First Aid Certificate: Emergency First Aid with CPR level A or B is required
- A satisfactory CPIC (Canadian Police Information Centre) records check is required

EDUCATION & EXPERIENCE

- 2-3 years in a customer service role
- Minimum 1 year customer service experience
- Minimum OSSD/equivalent

KNOWLEDGE SKILLS & ABILITIES

- Demonstrated customer service skills
- Superior written and verbal communication skills
- Proven problem solving and critical thinking skills
- Strong computer skills: Microsoft Office Suite

HOW TO APPLY:

Resumes will be accepted e-mail. We appreciate all responses and advise that only those candidates selected for an interview will be contacted.

VIA EMAIL

Position: Retail Consultant [Please include location of choice]

Email: resumes@wirelessexpress.ca

Applications that do not specify location will not be accepted.

LOCATIONS

Our locations are listed on our company website at:

<http://www.wirelessexpress.ca/our-locations.html>