

JOB IDENTIFICATION

Job Title: Sales Agent

Department: Duty Free

JOB PURPOSE

The goal is to provide high class customer service and to increase company's growth and revenue through sales maximisation.

RESPONSIBILITIES AND DUTIES

- Create a pleasant customer experience by greeting and engaging our valued customers.
- Emphasis on selling and revenue maximization.
- Present, promote and sell products/services using solid arguments to existing and prospective customers.
- Strong Sales Skills, persuasive "selling" (rather than "telling").
- Excellent problem-solving skills and ability to prioritize.
- Ability to work in a fast-paced environment.
- Socially- focused; with "how can I help you?" attitude.
- Accurately describe product features and benefits.
- Good team player with ability to build and maintain relationships.
- Ability to demonstrate professionalism and enthusiasm.

JOB RELATED COMPETENCIES&SPECIFICATIONS SECTION

Knowledge, Skills and Competencies:

- Team Player, Good Communication, and negotiation Skills.
- Basic understanding of sales principles and customer service practices.
- Proficiency in English.
- Friendly, helpful, confident and engaging personality.
- Track record of over-achieving sales quota.

Educational Profile and Experience:

- Degree / equivalent education. Proven working experience in retail sales environment and customer service.