

Sales Consultant - BFC Group Holdings

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Company: Talent Pal

Location: Bahrain

Category: other-general

BFCHRJ086 Sales Consultant Retail Branches Bahrain

About the role:

The job holder is responsible for the daily interaction with the customers within the branch network.

Your Responsibilities:

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.

always Ensure protection of entrusted money and any other valuables to the company by ensuring the till is always locked when the cashier is not present at their desk.

Ensure adequate cash stock is always available and when a potential shortage is identified the

branch manager is immediately advised. Stick to the advised limits for cash stock.

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 customers instructions requests and enquiries always 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.

always Ensure the protection of security of their User ID and password for BFC systems.

Ensure accuracy of the data entered 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 required.

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.

About You

Higher secondary school education required as a minimum.

Minimum 1 year administration customer service or sales experience

Fluent in English Hindi and Arabic

Strong customer service skills

Excellent communicator

Basic PC skills(intermediate knowledge in MS Office)

High attention to detail.

1

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