

POSITION DESCRIPTION

Sales Consultant - Field Sales



Reporting to: Field Sales Team Leader

Date: October 2014

Role responsibilities

To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks

Customer experience

- Act as the key point of contact and brand champion for Red's prospective customers to facilitate winning sales outcomes and an exceptional customer experience
- Identify and act on opportunities to leverage the sales proposition by offering new products and services for chosen market segments and customers
- Work within the quality assurance and compliance framework and contribute to building others' knowledge and skills to assure quality sales outcomes that meet all compliance and regulatory standards

Stakeholder management

- Contribute to a positive and productive working environment by sharing experiences and ideas and building strong relationships with various internal teams

Information management

- Capture high quality data to provide transparency and accuracy of all sales information throughout the customer lifecycle

Continuous Improvement

- Identify and report customer needs which may require the development of new, enhanced or differentiated products and services, or improvements to current systems or procedures

Required Competencies

- Perseverance
- Competitive Drive
- Negotiation – Face to Face
- Customer Focus
- Flexibility

Preferred experience/qualifications

- Sales call centre
- Energy or mass market sales
- Retail sales

Red Energy values

- Safety
- Agility
- Courage
- Decency
- Ownership
- Teamwork