

# We are HIRING!

## Alternative Sales Officer

### Direct Sales

#### Job Summary

Alternative Sales Officer is the point of contact between Imagine and its' customers via alternative channels such as expositions, roadshows, door-to-door, and similar activities. This role requires to approach customers directly to offer the right products and services that caters to their needs and enhance customer's experience by answering customer's enquiries that is not normally available at imagine centres.

Moreover, this role requires being mobile also at the same time the job can be demanding that requires dedication, long hours, overnight travel, weekends shifts, and lot of customer interaction.

#### Requirements

- At least three (3) years working experience in sales or being a front liner.
- Excellent knowledge and understanding of customer service is an advantage.
- Team player and ability to work under pressure with good inter-personal skills.
- Ability to identify issues and render workable solutions.
- Good analytical and drafting skills with high degree of integrity and confidentiality.

#### Key Accountabilities

- Receive and process the collection in bill or upfront.
- Receive and process all types of service application with complete documentation and all data recorded accurately into system.
- Create service orders of customer products and services.
- Promote and upsell new products and services to existing and new customers where needs have been identified.
- Sell of merchandise, prepaid cards and sim cards.
- Handle and manage customers enquiries and complaints on products and services.
- Assist and be proactive in achieving sales target for Imagine's products and services as well as retail products including telemarketing and other sales activities.
- Introduce and educate customers on imagine broadband and mobile apps as to promote alternative channels for customer.
- Keep up-to-date with new information on products, services and system.
- Accept and perform tasks as instructed by supervisor or manager.
- Carry out the desired sales activities in order to achieve sales target.
- Process service order for new ins during canvassing project.
- Process adjustment for canvassing application.
- Available for any roadshows and pop-up booth activities during weekends.
- Manage and support branch footfall when required.
- Support activities organise by marketing and other departments.

Curriculum Vitae must be submitted to:

[recruitment@imagine.com.bn](mailto:recruitment@imagine.com.bn) no later than Sunday, 4<sup>th</sup> December 2022.

Only shortlisted candidate will be notified.