



CAREER OPPORTUNITY

BUSINESS SERVICES REPRESENTATIVE

Job Purpose

The incumbent has the responsibility of providing superior customer service and completing sales transactions with walk in and charge customers. This position reports directly to the Store Manager.

Key Duties and Responsibilities

- Greets all customers promptly and analyzes their needs.
- Identifies, analyzes, and communicates the required stock levels for the Branch to the Store Manager and monitors/ orders branch inventory.
- Manages all inventory reports regarding stock, adjustments and inventory queries with Branch Management Team.
- Conducts point of sale transactions e.g. Billing, Invoicing, Credit Notes, Delivery Notes, etc. for all customers.
- Coordinates all deliveries for Credit customers as needed.
- Completes quotations requested by walk in customers, both cash and charge/credit/cod
- Coordinates all “Walk-in” Government Business transactions i.e. Invoices, Quotations, Transfers etc.
- Provides information which includes but not limited to pricing, product features and availability of products to “walk-in” charge/credit/cod and cash customers and completes all FTF TERMS transactions.
- Resolves complaints within the stipulated timeframe and provides timely feedback to credit customers
- Provides cost effective solutions and suitable products to charged/credit/cod accounts
- Provides technical information on products and services to “all walk-in” customers
- Liaises with the Finance department to verify the status of credit customer accounts
- Adheres to all safety and ISO policies and procedures
- Any other responsibilities as assigned by management.

Academic Qualifications, Experience and Soft Skills

- A minimum of Five (5) O’ Level passes inclusive of English Language and Mathematics
- Minimum of two (2) years’ experience in a similar position
- Proficiency in the Microsoft suite of products.
- Excellent communication skills both written and oral
- Excellent interpersonal skills
- Team oriented
- The ability to work in a fast paced environment with minimum supervision
- Excellent Time Management and organizational skills

All applications are to be submitted no later than February 11th, 2020:

E-mail: hr@ftfarfan.com

Please specify “Business Services Representative” in the subject

OR

Human Resource Department

F.T. Farfan Limited

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San Juan