

Mobile Sales Consultant Job Description

A comprehensive job description template
for Australian telecommunications and mobile retail businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and telecommunications retail industry practices at the time of publication. You should review and tailor this template to suit your business, carrier partnerships, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

Table of Contents

1. Position Overview	3
2. Key Responsibilities	3
3. Required Skills and Attributes	4
4. Qualifications and Requirements	5
5. Working Conditions	6
6. Award Information	6
7. Expected Behaviours	7
8. Application Process	7

1. Position Overview

1.1 Position Title

Mobile Sales Consultant / Telecommunications Sales Consultant / Mobile Phone Sales Associate

1.2 Position Summary

A mobile sales consultant combines technical product knowledge with sales expertise to help customers choose smartphones, mobile plans and accessories. This role involves explaining complex features in simple terms, comparing devices across brands, processing connections and activations through carrier systems, and achieving sales targets in a fast-paced retail environment.

The position requires strong technical aptitude, genuine interest in mobile technology, excellent communication skills and proven sales ability. Mobile sales consultants stay current with rapidly evolving technology and help customers navigate choices across devices, operating systems, plans and carriers.

1.3 Reporting Structure

This position reports to:

- Store Manager
- Assistant Manager
- Sales Team Leader / Supervisor

1.4 Employment Type

This position may be offered as:

- Full-time permanent
- Part-time permanent
- Casual

2. Key Responsibilities

2.1 Customer Consultation

- Greet customers and identify their mobile phone and plan needs
- Ask questions to understand customer usage patterns, preferences and budget
- Provide expert advice on smartphone features, specifications and capabilities
- Compare devices across brands and operating systems objectively
- Explain mobile plan options including data, calls, messaging and features
- Help customers make informed decisions based on their needs

2.2 Sales and Activations

- Meet individual and store sales targets for handsets, accessories and plans

- Process phone sales and mobile plan connections through carrier systems
- Activate new services and port existing numbers accurately
- Upsell accessories including cases, screen protectors, chargers and headphones
- Promote additional services such as device protection, cloud storage and apps
- Complete all sales documentation and customer contracts correctly

2.3 Technical Knowledge

- Maintain expert knowledge of current smartphone models and specifications
- Understand operating systems (iOS, Android) and their features
- Stay informed about camera technology, processors, battery life and connectivity
- Explain network technologies including 4G, 5G and coverage areas
- Keep up to date with new product launches and technology trends
- Demonstrate device features and apps effectively

2.4 Compliance and Documentation

- Follow telecommunications regulations and carrier policies
- Verify customer identity according to regulatory requirements
- Explain contract terms, conditions and cooling-off periods clearly
- Process credit checks and payment arrangements correctly
- Maintain accurate records and customer documentation
- Adhere to responsible selling practices and code of conduct

2.5 Technical Support

- Provide basic device setup and initial configuration assistance
- Demonstrate key features, settings and apps to customers
- Transfer contacts, photos and data from old devices where possible
- Troubleshoot common issues and answer basic technical questions
- Escalate complex technical problems to appropriate support channels

2.6 Store Operations

- Maintain product displays and demo devices in working order
- Manage stock including receiving deliveries and stocktakes
- Support store opening and closing procedures
- Keep the store neat, organised and secure
- Assist with other operational tasks as required

3. Required Skills and Attributes

3.1 Essential Skills

Technical Aptitude

Strong understanding of mobile technology, smartphones, operating systems and network technologies. Ability to learn new products quickly and explain technical concepts clearly. Genuine interest in staying current with technology trends and product developments.

Sales Ability

Proven sales skills with ability to meet and exceed targets. Comfortable asking for sales, handling objections and closing deals. Understanding of consultative selling and needs-based approach. Experience with commission-based environments.

Communication Skills

Ability to explain complex technical features in simple, customer-friendly terms. Clear verbal communication with customers from diverse backgrounds. Active listening to understand needs. Patience in answering questions and addressing concerns.

Customer Service

Professional, friendly manner with strong interpersonal skills. Ability to build rapport and trust with customers. Commitment to providing positive customer experiences. Problem-solving skills for addressing customer issues or concerns.

Results Focused

Target-driven mindset with ability to work towards KPIs. Self-motivated and proactive in seeking sales opportunities. Ability to track own performance and adjust approach to meet goals. Competitive spirit combined with team orientation.

3.2 Personal Attributes

- Genuine enthusiasm for mobile technology and consumer electronics
- Professional presentation and positive attitude
- Reliability, punctuality and strong work ethic
- Ability to work in fast-paced, target-driven environment
- Flexibility to work varied hours including weekends and evenings
- Team-oriented mindset with collaborative approach
- Attention to detail in documentation and processes
- Willingness to learn and adapt to changing products

4. Qualifications and Requirements

4.1 Required Qualifications

- Proven sales experience in retail or customer-facing roles
- Strong technical interest and aptitude for learning technology
- Availability for weekends, evenings and peak trading periods

- Eligibility to work in Australia
- Ability to meet identity verification and compliance requirements

4.2 Desirable Qualifications

- Previous mobile phone or telecommunications retail experience
- Experience with specific carrier systems and platforms
- Certificate II or III in Retail or Telecommunications
- Deep product knowledge of specific brands or operating systems
- Track record of meeting or exceeding sales targets
- Technical certifications or training programs

5. Working Conditions

5.1 Hours of Work

- Retail trading hours including weekdays, evenings and weekends
- Public holiday work as required
- Extended hours during product launches and promotional campaigns
- Peak trading during Christmas period and major launches
- Rostered shifts according to business needs

5.2 Physical Requirements

- Standing and walking for extended periods
- Lifting and moving stock within safe limits
- Using computer systems, tablets and demonstration devices
- Bending, reaching and general physical activity

5.3 Performance Expectations

- Meeting individual sales targets for handsets, accessories and plans
- Achieving KPIs for service activations and upselling
- Maintaining high customer satisfaction scores
- Keeping product knowledge current through ongoing learning
- Following compliance procedures consistently
- Working effectively both individually and as part of a team

6. Award Information

6.1 Modern Award Coverage

This position is typically covered by the General Retail Industry Award 2020 (MA000004). The award sets minimum pay rates, penalty rates, allowances and conditions for retail employees in telecommunications retail stores.

6.2 Classification Level

Mobile sales consultants typically fall under Level 1-3 classifications:

- Level 1: New employees in first three months or those in training
- Level 2: Employees with product knowledge who can advise customers competently
- Level 3: Employees with specialist technical knowledge or supervisory responsibilities

6.3 Remuneration

- Base hourly wage or salary according to award classification
- Commission or bonus structures tied to sales performance
- Penalty rates for weekend, evening and public holiday work
- Guaranteed minimum earnings regardless of commission performance

6.4 Entitlements

- Minimum shift lengths as per the award
- Break entitlements based on shift duration
- Leave entitlements as per the National Employment Standards
- Superannuation contributions

7. Expected Behaviours

7.1 Customer Focus

- Prioritise customer needs and provide personalised recommendations
- Approach customers proactively and offer assistance
- Listen carefully to understand requirements and usage patterns
- Explain options objectively without pushing unsuitable products
- Follow up to ensure customer satisfaction with purchases
- Handle complaints or issues professionally and promptly

7.2 Professional Conduct

- Maintain professional presentation and behaviour at all times
- Be punctual and reliable for rostered shifts
- Follow company policies, procedures and code of conduct
- Adhere to telecommunications regulations and responsible selling practices
- Treat customers, colleagues and suppliers with respect
- Maintain confidentiality of customer information

7.3 Teamwork and Development

- Work cooperatively with colleagues to achieve team goals

- Share product knowledge and sales techniques with team members
- Support new staff and help with their training
- Communicate effectively with team members and management
- Participate in training sessions and product launches
- Stay current with new products through self-directed learning

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Resume/CV highlighting sales experience and technical interest
- Cover letter explaining interest in mobile technology and retail
- Availability for work including weekends and evenings
- References from previous retail or sales roles

8.2 Selection Process

- Application review and shortlisting
- Initial interview assessing sales ability and product knowledge
- Practical assessment or role play scenarios
- Reference checks
- Compliance and identity verification checks

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law. We are committed to creating an inclusive workplace where diverse perspectives are valued.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: _____ / _____ / _____