

Job Title: Team Lead – Residential Field Sales

Department: Residential Sales Department

Company: Green Dot Limited

Reporting Line: Head of Residential Sales

Position Summary:

The Team Lead – Residential Field Sales is responsible for supervising and supporting a team of Residential Field Sales Agents while also actively contributing to sales performance. The incumbent is expected to coordinate daily field activity, monitor team performance, ensure proper territory coverage, maintain accurate sales data, and support the team in achieving assigned sales targets.

This role combines leadership and frontline selling. As such, the Team Lead will carry a reduced individual sales target in recognition of their supervisory, coordination, and reporting responsibilities.

Duties and Responsibilities:

Sales and Performance

- Achieve an individual sales target, which shall be reduced in comparison to the targets assigned to Residential Field Sales Agents.
- Support the team in achieving and exceeding overall residential sales targets.
- Monitor daily sales activity, customer engagement, lead generation, conversion rates, and sales outcomes.
- Identify sales gaps or performance concerns and assist in implementing practical strategies to improve conversion rates.
- Lead by example in the field by demonstrating effective customer engagement, product knowledge, and sales discipline.

Team Supervision

- Supervise and support a team of Residential Field Sales Agents, initially consisting of approximately four Sales Agents or such other number as may be assigned by the Company.
- Manage daily attendance, punctuality, deployment, and general productivity of team members.

- Ensure all agents are actively engaged and operating within their assigned areas.
- Provide ongoing coaching, mentorship, guidance, and performance feedback to team members.
- Foster a positive, disciplined, and high-performance team environment.

Data and Reporting

- Ensure all sales, lead, and customer interaction data are accurately logged and updated daily.
- Monitor data accuracy across the relevant sales systems, trackers, and reports.
- Track and report on key metrics, including homes passed, customer interactions, leads generated, conversions, installations requested, and sales outcomes.
- Prepare and submit reports on sales performance, field activity, territory coverage, and other key metrics as required.

Field Operations

- Coordinate daily territory assignments and monitor field coverage.
- Track homes passed, streets covered, customer interactions, and overall territory utilisation.
- Ensure optimal use of assigned areas to maximise sales opportunities.
- Oversee the logistics and movement of the team in the field, including the use of any Company-provided transportation or vehicle assigned for team operations.
- Ensure that field activity is conducted professionally and in accordance with Company policies and customer service standards.

Motivation and Development

- Drive team motivation through consistent engagement, communication, and recognition.
- Support the onboarding and practical training of new Residential Field Sales Agents.
- Identify development opportunities and assist in building team capability.
- Share sales techniques, customer engagement strategies, and best practices with team members.

Customer Engagement and Brand Representation

- Represent Green Dot Limited professionally in the field and ensure that team members do the same.

- Promote accurate information regarding Green Dot's products, services, pricing, promotions, and installation process.
- Assist with resolving basic customer queries or concerns arising during field sales activity and escalate complex matters where required.
- Maintain a customer-focused approach in all field sales activities.

General Duties

- Attend sales meetings, briefings, training sessions, and performance reviews as required.
- Support special sales campaigns, promotions, community activations, or other sales initiatives as assigned.
- Adhere to Company policies, procedures, reporting standards, and customer service expectations.
- Perform any other duties which are incidental or consequential to the above, as may be assigned by the Head of Department or an appointed Head of Department Representative.

Key Stakeholder Relationships:

Residential Field Sales Agents, Head of Residential Sales / Sales Manager, Sales Department, Customer Experience Department, Marketing, Technical/Installation Teams, Billing Department, prospective customers, and existing customers.

Working Conditions:

The role involves regular field work within assigned residential territories and may require walking, travelling between locations, working outdoors, and engaging directly with customers at their homes or within communities. The position may require working outside regular hours, including evenings, weekends, public holidays, or during special campaigns based on operational needs.

Prerequisites:

- Five CXC/CSEC passes, including Mathematics and English Language.
- Minimum of 2–3 years' sales experience, preferably in telecommunications, residential sales, field sales, or a similar customer-facing sales environment.
- Previous supervisory, team lead, or acting leadership experience would be an asset.
- Strong communication and interpersonal skills.
- Strong sales, persuasion, negotiation, and objection-handling skills.

- Ability to coach, motivate, and guide team members.
- Strong organisational skills and attention to detail, especially in data tracking and reporting.
- Ability to work independently and manage field activity effectively.
- Proficiency in sales tracking tools, CRM systems, Microsoft Office, Google Workspace, or similar reporting tools would be an asset.
- Valid driver's permit would be preferred.

Key Success Metrics:

- Team sales target achievement.
- Individual sales performance.
- Data accuracy and reporting compliance.
- Team attendance and punctuality.
- Territory coverage, including homes passed and customer interactions.
- Lead generation, conversion rate, and sales outcomes.