



Job Description

9th Floor Tanzanite Park, Victoria, Dar es Salaam, Tanzania | +255 758 778 886 | info@empower.co.tz

Job Title Retail Assistant(Fresh Graduate)	Job Location Zanzibar City	Category -
Job Type Full Time	Job level Intermediate	Industry Leisure & Hospitality

Open to Expatriates
Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget -	Max Budget -	Primary Industry -
Secondary Industry -	Primary Category -	Secondary Category -
Certificate -	Qualification -	

Summary

On behalf of our Client we are looking for a Fresh Graduate for Retail Assistant role. He/She will be able to support the Store Supervisor by ensuring that the retail channel is developed to its fullest potential by offering customers the highest standards of service & products. Responsible for the store, contents and store operations in the absence of the Store Supervisor. Ensure on-trade orders are picked and delivered.

Responsibilities

- Ensure the retail procedure is implemented to and in compliance with local regulations
- Prioritize customer service & implement customer service charter at all times in order to maximize customer satisfaction and service ratings.
- Process the on-trade orders from start to finish which includes, picking and preparing the order for delivery to ensure that orders are delivered in a timely manner.
- Coordinate all the administration and documentation of customer accounts in an organised and transparent manner so all employees can have access to this documentation and understand it, if needed.
- Advise the retail supervisor and sales manager of new promotional ideas to encourage customer footfall & increased spend
- Analyze category sales in order to identify growth areas and potential in the stores stock holding
- Track the monthly invoices to monitor footfall and average spend per invoice to show trends in the business and allow the Retail Supervisor to analyse this information
- Monitor competitor activity and implement plans to ensure we stay ahead of competition
- Complete a timely compilation of report to ensure that management are kept informed
- Complete a quarterly stock check of warehouse and regular in store stock checking to ensure that all goods are accounted for
- Perform other duties as requested by the Line Manager

Education & Qualifications

- Bachelor Degree in related field

Requirements

- Good level of verbal and written English
- Working knowledge of Microsoft Office and POS operation
- Experience within the liquor industry
- Knowledge of alcoholic beverages and brands

- WSET intermediate level certified

Characteristics

Critical Competencies

- Customer Focus
- Passion
- Teamwork
- Knowledge and Skills
- Integrity
- Ownership
- Planning and Organising
- Influence
- Analytical Thinking
- Communication
- Energetic

Reporting To

Retail Manager

Driving Licence

Not Required

To Apply for This Job [Click Here](#)