

Job Description

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Job Title Job Location Category

Retail Assistant(Fresh Graduate) Zanzibar City -

Job Type Job level Industry

Full Time Intermediate Leisure & Hospitality

Open to Expatriates

Only Open to Tanzanian Nationals

Minimum Requirements

Min Budget Max Budget Primary Industry

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Secondary Industry Primary Category Secondary Category

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Certificate Qualification

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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 ontrade 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

Characteristics

Critical Competencies

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

Reporting To

Retail Manager

Driving Licence

Not Required

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