



# Job Description

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<b>Job Title</b> Retail Assistant( Fresh Graduate)	<b>Job Location</b> Zanzibar City	<b>Category</b> -
<b>Job Type</b> Full Time	<b>Job level</b> Intermediate	<b>Industry</b> Leisure & Hospitality
<b>Open to Expatriates</b> Only Open to Tanzanian Nationals		

## Minimum Requirements

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<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> -
<b>Secondary Industry</b> -	<b>Primary Category</b> -	<b>Secondary Category</b> -
<b>Certificate -</b>	<b>Qualification -</b>	

## Summary

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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

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- 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**

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- Bachelor Degree in related field

## **Requirements**

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- 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**

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### **Critical Competencies**

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

## **Reporting To**

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Retail Manager

## **Driving Licence**

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Not Required

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