

Terms of Reference for Sales Boy, Bhutan Outlet, Branch Office, Dhaka, Bangladesh

Designation : Sales Boy
Location : Dhaka
Employment status : Contract for the period of one year

Background

Sales Boy is responsible for daily sales of products and updating the daily business transactions of the unit in the ERP system with minimum error. Sales Boy will visit different stalls and locations for marketing of products and enhance sales. He will ensure that warehouse is properly maintained and tidy and presentable.

Sales Boy will report to the DLO/Assistant Manager.

Duties and Responsibilities:

- Responsible for Custom clearance in time.
- Keep the record of orders.
- Receive products and immediately process for sale and delivery.
- Maintain customer database and contact those clients after the arrival of the vehicles.
- Receive the product in the presence of Dhaka unit's representative from the transporters and ensure that the products are received as per the invoice. In case of shortages and damages, report to DLO/Assistant Manager for processing claims.
- Ensure proper maintenance of stock as per ERP record.
- Ensure timely submission of the sales and purchase document to the FAD for verification and record.
- Ensure proper record keeping of taxes payments for reconciliation with FAD.
- Timely collection of exemption certificate/ proof of export from the tax office and forward to principal company through supervisor.
- Assist Manager while placing order to principal company.
- Timely collection trade receivables and TDS certificate from relevant customers.
- Should work based on the instruction of the supervisor.
- Ensure that the daily sales and purchase reports are submitted to the immediate supervisor.
- Maintain business secrecy.

Competencies

Functional Competencies:

- Building Strategic Partnerships
- Identifying and building partnerships
- Displays initiative, sets challenging outputs for him/herself and willingly accepts new work assignments;
- Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved;
- Promotes STCBL's agenda in among customers and in the market

Job Knowledge/Technical Expertise

- Demonstrate basic knowledge in computer
- Continue to seek new and improved methods and systems for accomplishing the work of the unit;
- Cope up with market/ customer requirements.
- Should possess adequate knowledge regarding product.
- Good Inventory management knowledge.
- Keeps abreast of new developments in area of professional discipline and job knowledge and seeks to develop professionally;
- Demonstrates adequate knowledge of ERP system and applies it in work assignments.
- Sound knowledge in marketing and customer care.

Promoting Organizational Change and Development

Assisting the individuals to cope with change

- Get well versed with all the relevant policies of the company.
- Come up with remedial measures for the problems and recommend for necessary changes or rectification in ERP systems.

Client Orientation

Contributing to positive outcomes for the client

- Anticipates client needs;
- Works towards creating an enabling environment for a smooth relationship between the clients and service provider;
- Demonstrates understanding of clients' requirement;
- Keep client informed of problems or delays in the provision of delivery services;
- Uses discretion and flexibility in interpreting rules in line with company policy in order to meet client needs and achieve organizational goals more effectively;
- Solicits feedback on service provision and quality.

Core Competencies:

- Good at English (read, write and speak)
- Good inventory knowledge.
- Promoting ethics and integrity, creating organizational precedents;
- Promoting effective team, share knowledge, issues with peer, supervisors and staff.
- Values open communication;
- Sincere, hardworking, punctual and willingness to learn on daily basis.

Office Time:

Office timing (6 days)-Friday is off day	Time
Reporting time to office	9:00 AM
Opening Hours (Shutter on)	10:00 AM
Lunch Break	1:00 PM-1:30 PM
Closing Hours (Shutter off)	8:30 PM
leaving office	9:00 PM