

Terms of Reference for Dy. Manager Tata Sales Unit~~Home Store and SMLI~~

Job Description

Designation : Dy. Manager
Location : Thimphu
Employment Status : Regular
Position Level : 8

The Dy. Manager shall look after the business operation of Tata sales unit ~~Home Store and SMLI~~ and reports to him/her. He/she should officiate HOD in ~~his~~ absence, works, advises and suggests HOD besides carrying out her own defined duties and responsibilities. The Dy. Manager is supervisor to the support staff and act as a link between the HOD and the support staff.

The Dy. Manager is responsible to assist HOD in planning strategies for the business, develop remedial measures for failing business, inject new ideas, manage manpower within the division, drive the division to achieve the target and ensure a good relationship is maintained with the principal supplier/company and STCBL customers.

Duties and Responsibilities:

- Shall report directly to the ~~Dy. General Manager~~/HOD for all Administrative and Business affairs of Tata sales ~~SMLI~~ Unit.
- Be the proxy contact with the principal supplier/Company for all practical purposes.
- Implement procedures to complete sales and purchase deed in including payment record, its intimation to the customer and follow up on credit sales.
- Prepare costing, seek relevant verification and approval including other related documentation.
- Keep record of the payments made to the principal company and supplier.
- Prepare quotation for the enquiries and correspondence with the customers.
- Shall be responsible and accountable for the action of the Tata sales~~SMLI~~ ~~business~~-unit and staff under the unit.
- Process all kind of payments with FAS after informing/seeking approval from the ~~Dy. GM~~/HOD.
- Carry out all the marketing activities as planned and instructed by the ~~Dy. GM~~/HOD besides carrying out own initiated and HOD approved marketing activities.
- Make enquiry follow ups, monitor and seek report from Sales Executives for the same.
- Resolve customer complaints regarding sales and service. Co-ordinate with Service unit to resolve service related issues of the customer.

- Assist in preparation of the budget, develop sales, marketing strategies, manage people, materials to complete jobs on schedule and within budget.
- Assist in planning promotional activities and implement it for increasing sales.
- Monitor goods dispatch from principal company/supplier and arrange for its receiving.
- Make custom declaration in absence of Sales Executives.
- Prepare reports as and when required including monthly and quarterly progress report based on signed compact.
- Updating ERP for stock and sales.
- Maintain enquiry register, customer profile and expenses record.
- Carry out any other unplanned work with direction from the ~~Dy. GM~~/HOD.
- Establish and maintain excellent customer rapport.
- Shall be responsible for making good working environment for staff within the unit for conducive to good performance.
- Assist the ~~Dy. GM~~/HOD in problem solving, good governance, building ownership values, bringing innovative management ideas, etc. which would add value to growth, image and reputation of the company and in upholding the best interest of the company.