

## Terms of Reference

**Position Title:** Sales Associate

**Qualification:** Preferably XII commerce pass

**Reports to:** Head of Inflight Duty Free

**Overview:** The Sales Associate plays a significant role in managing sales and inventory of duty-free stocks, ensuring seamless operations and adherence to regulatory standards. Under the supervision of the Head of Duty-Free, the Sales Associate is responsible for maintaining cleanliness, safeguarding stocks, and achieving sales targets while upholding the company's code of conduct.

### **Responsibilities:**

- Responsible for overall management of duty-free stocks, stores office. (Maintain cleanliness and safeguard stocks, proper arrangement of stocks in the shelf and so on)
- Report 2 hours before flight make one self-available at all the time during operation hours.
- Put on requisition and receive items from Main Store before stock gets exhausted in the shops. (After receiving the stocks, stocks to be cross checked with the system transfer. And if any mistake found should be rectified on the same day.). Requisition to be approved by Head Duty free
- Coordinate with inflight crew and employee every possible strategy to meet the sales target.
- Sales to be updated in the SAP system on daily basis without any mistake and error.
- System generated sales report to be verified by Manager/Head before reaching to the HQ for deposit.
- Sales amount to be recorded in the Deposit slip without overwriting and mistake and get signed from the HQ focal cash receiving person once the cash from sales is deposited.
- Sales to be deposited on daily basis during office working hours at HQ. If falls under weekends and government holidays, sales to be deposited on first working hour after such holidays.
- Credit sales should not be entertained.
- Exchange rate to be followed based on daily RMA (BOB/BNB) foreign exchange rate. (Buying rate to be followed)
- Sales cart to be loaded onboard with the duty-free items as per Standard load. The sales cart should be loaded and offloaded on to Aircraft without delay and fail. Stocks to be cross checked and hand over/takeover with the crew and if any discrepancies should claim and report immediately.
- Physical inventory to be carried out on daily basis to avoid discrepancies. Monthly closing to be held at the end of every month and proper handing taking should be carried out as and when required as per system closing report
- Keep record of all the sales documents in the file for audit purpose. Submit any sales information as and when required by office.
- Follow customs and RMA guideline when receiving and selling the duty-free items.
- Follow and obey reasonable instructions given by the seniors in the interest of the company and within the boundary of their responsibilities.

- Observe the company ethics and code of conduct. Maintain discipline at all times in and around the premises,
- Good co-operation, team spirit and co-ordination with seniors, co-workers and subordinates.

**Note:** This Terms of Reference document is subject to periodic review and amendments to align with evolving organizational requirements and regulatory changes.