Drukair
Royal Bhutan Airlines
A Tashi company

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(Drukair Corporation Limited)

Terms of Reference

JOB TITLE/POSITION : Sales Associate
DEPARTMENT/SECTION : Paro Station
REPORTS TO : Head of Inflight Duty Free

Overview

- The Sales Associate plays a vital role in overseeing the sales and inventory of duty-free and souvenir products, ensuring efficient daily operations and compliance with applicable regulatory requirements. Reporting to the Head of Duty-Free, the Sales Associate is responsible for maintaining a clean and organized sales environment, ensuring the proper handling and security of stock, meeting established sales targets, and consistently adhering to the company's policies, procedures, and code of conduct.

RESPONSIBILITIES

- Responsible for the overall management and upkeep of duty-free inventory, storage facilities, office premises, and souvenir sales displays, ensuring cleanliness, proper organization and arrangement of products on shelves, and the security and safekeeping of all stocks.
- Report 1 hour before flight make oneself-available at all the time during operation hours.
- Prepare and submit stock requisitions to the Main Store in a timely manner to ensure the continuous availability of items in the sales store, including inflight sales carts and souvenir displays, before stocks are depleted. All requisitions must be approved by the Head of Duty-Free. Upon receipt, verify the quantities and items against the system transfer records and ensure that any discrepancies or errors are identified and rectified on the same day.
- Coordinate and collaborate with inflight crew, customers, and employees to identify and implement effective sales strategies to achieve established sales targets.
- Ensure that all sales transactions are accurately recorded and updated in the SAP system daily, maintaining error-free records. Issue bills to customers for every transaction, ensuring that all required information is correctly entered in the designated fields.
- System generated sales report to be verified by Manager/Head before reaching 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 official 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.

REQUIRED QUALIFICATIONS

- Preferably XII commerce pass