



**Terms of Reference
Senior Sales Associate
Business Center Corporation**

21 October 2020

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1. Introduction

Business Center Corporation (BCC) is a state-owned enterprise (SOE) incorporated in 2017 to coordinate and oversee the management of regional business development service centers (BCs) established by the Ministry of Economic Development, under the SME Act (6/2013). The purpose of the Business Centers (BCs) is to contribute to the establishment of an enabling business environment to support inclusive economic growth by providing and building capacity for sustainable, demand-driven business development services and to facilitate market access which will serve the growth needs of the micro, small and medium-sized enterprise (MSME) sector in the Maldives.

2. Scope of Work

Business Center Corporation seeks to engage qualified and experienced individuals to undertake the responsibilities of the “Senior Sales Associate” with the key tasks and responsibilities as identified in section (3).

Interested parties are invited to submit their expression of interest for this position as stated in the advertisement published on the national gazette.

3. Key tasks and responsibilities

The Senior Sales Associate will be responsible for managing payment transactions, supervising performance of junior staff and monitoring the store’s front-end activities. The roles and responsibilities include the following:

1. Welcome customers and attend to their inquiries and maintain a positive work environment for all the staff on duty
2. Maintain a detailed awareness of the location of items within the store and are available to answer customer questions about products
3. Listen to customer complaints and attend to them diligently or refer them to the Sales Executive.
4. Carry out daily cash & card reconciliation at the end of each shift and communicate with the sales associate at the second shift with regard to cash reconciliation and solve issues that may arise with the advice from the head office.
5. Ensure an accurate till report is generated at the end of each shift and a timely delivery of daily sales reports is sent to the Sales Executive
6. Ensure that the money has been counted correctly by the cashiers working under the Senior Sales Associate.
7. Liaise with sales associates on administering and overseeing check out stations on a daily basis
8. Create, update and maintain a register of all stock/inventory in the duty-free shop
9. Ensure that the inventory restocking needs are promptly communicated to the Sales Executive.
10. Ensure that the shelves are adequately stocked at all times
11. Manage the check-out area and ensure the station remains clean and efficiently run. Ensure that the shop is clean and orderly
12. Ensure the cash out register has adequate cash and change at all times
13. Ensure that the duty free shop is opened on time and closed and locked during each shift.

14. Monitor and supervise the work of Sales Associates.
15. Ensure a smooth implementation of staff roster as handed over by BCC administration and ensure coverage during all shifts
16. Serve as backup for any sales associates being absent when necessary
17. Identify operational and logistical issues at the shop and inform Sales Executive

4. Required Qualification and Experience

Minimum 2 “D” passes in A’ Level and minimum “C” pass in English and Mathematics in IGCSE or equivalent qualification

5. Required Competencies

Ability to communicate fluently in Dhivehi and English
Proven working experience as a Senior Sales Associate or relevant experience

6. Work Site

The selected individual is required to work in Authentic Maldives Hulhumale’ outlet

7. Remuneration Package

An attractive remuneration package will be offered to the selected candidate

8. Documents Required

- Job Application Form
- Curriculum Vitae
- Educational Certificates
- National Identity Card
- Police Certificate
- Reference Letters

9. Deadline

Interested parties must submit their applications to hr@bcn.mv by 28th October 2020 1500 hrs

For further information, please email: hr@bcn.mv