



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

13 December 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 “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 Sales Associate will be responsible for conducting the payment transactions and processes including cash, credit, debit according to the POS system and ensure daily reconciliation. Sales Associate will be required for conducting the store’s front-end activities and addressing customer concerns in a professional manner. 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 an appropriate level of 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 Senior Sales Associate or Sales Executive.
4. Carry out daily cash & card reconciliation at the end of each shift and communicate with the senior 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
6. Ensure that the money has been counted correctly and there are no discrepancies
7. Ensure check out stations operate smoothly and efficiently
8. Create, update and maintain a register of all stock/inventory in the shop
9. Ensure that the inventory restocking needs are promptly communicated to the Senior Sales Associate and 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 shop is opened on time and closed and locked during each shift.

#### **4. Required Qualification and Experience**

Minimum 2 “D” passes in O’ 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 Sales Associate or relevant experience

#### **6. Work Site**

The selected individual is required to work in Authentic Maldives Male’ 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@bcc.mv](mailto:hr@bcc.mv) by 20 December 2020 1500 hrs.

For further information, please email: [hr@bcc.mv](mailto:hr@bcc.mv)