



JOB DESCRIPTION

JOB DETAIL

Job Summary:

Responsible for managing the payment transactions and processes including cash, credit, debit according to the POS system and ensure daily reconciliation

Be cognizant of shop sales and ensure generation of daily and weekly sales reports and delivery of reports to the Sales Executive.

Responsible for supervising the performance of junior staff.

Monitor the store's front-end activities where staff are working and address customer concerns in a professional manner.

Responsible for overseeing the internal controls necessary to prevent mishandling of money and to safeguard assets against loss or theft.

Comply with the rules, regulations, and general standards of BCC

Job Tasks:

Customer care and product knowledge

- Welcome customers and attend to their inquiries and maintain a positive work environment for all the staff on duty.
- Maintain a detailed awareness of the location of items within the store and are available to answer customer questions about products
- Listen to customer complaints and attend to them diligently or refer them to the Sales Executive.

Fiscal responsibilities and reports

- 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.
- 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
- Ensure that the money has been counted correctly by the cashiers working under the Senior Sales Associate.
- Liaise with sales associates on administering and overseeing check out stations on a daily basis

Stock maintenance

- Create, update and maintain a register of all stock/inventory in the duty-free shop

- Ensure that the inventory restocking needs are promptly communicated to the Sales Executive.
- Ensure that the shelves are adequately stocked at all times

General Shop maintenance

- Manage the check-out area and ensure the station remains clean and efficiently run. Ensure that the duty-free shop is clean and orderly
- Ensure the cash out register has adequate cash and change at all times
- Ensure that the duty-free shop is opened on time and closed and locked during each shift.

Managing duty free staff

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

Additional Responsibilities:

- Perform other duties as assigned which are in the best interest of the Company