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BHUTAN DUTY FREE LIMITED



TERMS OF REFERENCE

Position: Assistant Manager, Branch

1) Overall job responsibilities

The Assistant Manager, Branch shall be responsible for overall management of Duty Free Shop in Samdrupjongkhar. The employee shall work in close collaboration with the Procurement and Store Manager under the Supervision of Head of Operation Services.

2) Specific Responsibilities

- a. Ensure that the gold is always stored in a vault of RMA/BoB securely and protected from theft or damage;
- b. Ensure that gold is always displayed and stored with high safety and clear CCTV coverage;
- c. Ensure that all goods displayed in the shop with price tags before the shop open for business;
- d. Ensure that Sales Executives report to duty on time and in proper uniform;
- e. Ensure the shop floor and its surroundings are kept neat and clean at all times;
- f. Ensure that shops are opened on time;
- g. Maintain attendance and leave/off day records of all employees in the Branch;
- h. Maintain proper records of receipt and issue of goods to and from Bonded Warehouse;
- i. Maintain daily stock movement and ensure that the physical verification of all goods is carried out before the opening of the shop and the close of shop and responsibility fixed for breakage and shortage of goods under information to the Head Office;
- j. Maintain records of sales and take over the sales proceeds from the shops on a daily basis for safe storage;
- k. Ensure that all sale proceeds are deposited in the bank on a daily basis or on the next working day and proper record maintained;
- l. Compile and submit goods requisition form to the Bonded Warehouse/ Assistant Store Manager periodically to ensure uninterrupted supply of goods in the shop;
- m. Carry out survey of demand of goods and inform the Procurement and Marketing Manager for consideration for purchase;
- n. Organize and record transfer of goods to different shops under the Branch;
- o. Ensure that the goods transferred are accurately recorded in the system;
- p. Monitor the shelf life of goods and report to the Procurement and Marketing Manager for action;
- r. While accepting USD payment for gold, ensure proper screening of fake notes and adhere to the clean note policy;
- s. Ensure that the goods transferred are accurately recorded in the system;



- t. Advise the management on the improvement in the store management system;
- u. Maintain updated inventory at all times;
- v. Carry out performance evaluation of employees periodically and submit to the head office for necessary action and record;
- w. Carry out such other work as may be assigned by the management from time to time.

3) Education & Experience Criteria

- a. At least Bachelor's degree in B. Com or BBA with an aggregate score of 60% and a minimum score of 55% in Class X and XII in best four subjects including English and Dzongkha;

4) Personal Specifications, Attributes & competencies

- a. Good domain knowledge, skills and experience;
- b. Strong analytical skills, good aptitude for learning and keeping updated;
- c. Capable of working in computerized environment;
- d. Capable of working in a team;
- e. Good written and communication skills; and
- f. High integrity/ ethics and the ability to meet deadlines

5) Other requirements

- a. BDFL application form indicating clearly the post applied for
- b. Curriculum Vitae (CV) clearly indicating requirements referred to above
- c. Copies of:
 - i. Class X, XII and Degree certificates and transcripts (marksheets)
 - ii. Valid Security Clearance Certificate (online)
 - iii. Citizenship Identity Card (CID)
 - iv. Valid Medical Fitness Certificate
 - v. No Objection Certificate from the parent organization, if employed
 - vi. Any other relevant documents

6) Employment type: Regular

7) Salary and other benefits

- a. BDFL Grade - 9
- b. Pay scale - Nu. 18,955-475-28,445
- c. House Rent Allowance (HRA) - 20% of the basic pay
- d. Performance Based Variable Incentives (PBVI)
- e. Other benefits and allowances as per BDFL Service Rule



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BHUTAN DUTY FREE LIMITED



Position: Sales Executive

1) Overall job responsibilities

Sales Executives shall be placed in Duty Free Shop, Samdrupjongkhar and shall function under the supervision of Assistant Manager, Branch.

2) Specific Responsibilities

- a. Attend to the customers and provide them information on the products available including the features of the products;
- b. Maintain inventory of stock on a daily basis;
- c. Accountable for any loss/pilferage of goods in the outlet;
- d. Maintain proper records of sales and sales proceeds;
- e. Maintain cleanliness of the shop at all times;
- f. Hand over the sales proceeds along with details of sales and balance stock to the supervisor at the close of the day;
- g. While accepting USD payment for gold, ensure proper screening of fake notes and adhere to the clean note policy;
- h. Maintain cleanliness of the outlet and its surroundings at all times and attend to duty in proper uniform;
- i. At all times during duty in proper uniform;
- j. Display courtesy to customers at all times; and
- k. Carry out such other work as may be assigned by the management from time to time.

3) Qualification & Experience Criteria

- a. Class X & XII passed with an aggregate of not less than 55% in four best subjects including Dzongkha and English

4) Personal Specifications, Attributes & competencies

- a. High integrity, ethics, etiquettes and interpersonal skill and capable to work in a team;
- b. Pleasing personality, courteous behavior with flair to be in front desk of a retail outlet;
- c. Good attitude to learning and working in a retail environment;
- d. Ability to operate computer efficiently;
- e. Able to work under pressure and at odd hours;
- f. Able to deal with multicultural customers;
- g. Able to work with flexible schedule;
- h. Always dress neatly and present oneself in a manner befitting Sales Executives;
- i. Maintain high level of personal hygiene and cleanliness of the work place; and
- j. Take up assignment/transfer to any place within the Duty Free Outlets.



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5) Other requirements

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- c. Copies of:
 - i. Class X & XII certificates and transcripts (marksheets)
 - ii. Valid Security Clearance Certificate (online)
 - iii. Citizenship Identity Card (CID)
 - iv. Valid Medical Fitness Certificate
 - v. No Objection Certificate from the parent organization, if employed
 - vi. Any other relevant documents

6) Employment type: Regular

7) Salary and other benefits

- a. BDFL Grade -11
- b. Pay scale - Nu. 15,620-390-23,420
- c. House Rent Allowance (HRA)- 20% of the basic pay or lumpsum of Nu. 3,500 per month whichever is higher
- d. Performance Based Variable Incentive (PBVI)
- e. Other benefits and allowances as per BDFL Service Rule.