

**Position: Assistant Manager, ICT**

**1) Overall job responsibilities**

The Assistant Manager, ICT shall be responsible for planning, development and management of Company's IT infrastructure services and products and shall work under the supervision of Head of Corporate Services.

**2) Specific Responsibilities**

- a) Support the administration in planning, procurement, development and management of IT/ ICT and related services and products;
- b) Maintain an efficient and dynamic website for the company in a creative manner;
- c) Manage and maintain the company's IT system (Tally) effectively;
- d) Ability to develop mobile and web applications as per the company requirement;
- e) Design and maintain a strong database of all work-related reports of BDFL;
- f) Advise the management on matters relating to ICT/ and how to optimize and integrate use of IT to improve operational efficiencies;
- g) Assist in maintaining and updating inventory of stores periodically;
- h) Work closely with Administration, Finance, Procurement, Store Section and consolidate IT management system;
- i) Manage cyber security and maintain proper backup of system and data;
- j) Attend to trouble shooting and ensure that the computer system is in operation 24X7;
- k) Directing and supporting the implementation of new software and hardware;
- l) Coordinating IT activities to ensure data availability and network services with minimum downtime; and
- m) Carry out such other works as required by the management.

**3) Education & Experience Criteria**

- a) At least Bachelor's degree in IT or equivalent in computer application with an aggregate score of not less than 55% for three-years course and 50% for four-year course.
- b) Minimum of 50% aggregate in four best subjects including English and Dzongkha in class X and XII.
- c) Applicants with any experience in IT will be given preference for shortlisting.

**4) Personal Specifications, Attributes & Competencies**

- a) Good domain knowledge, skills and experience;
- b) Strong ability to organize and prioritize workloads and meet deadlines;
- c) High integrity and good work ethics;
- d) Good inter personal relationship;
- e) Flexible working hours; and
- f) Strong analytical skills, good aptitude for learning and keeping updated.

**5) Other requirements**



## TERMS OF REFERENCE

- a) BDFL application form indicating clearly the post applied for;
- b) Curriculum Vitae (CV) clearly indicating requirements referred to above;
- c) Two (2) referrals/recommendation letters from non-family related referees;
- d) Copies of:
  - i. Class X, XII and Degree certificates and transcripts
  - 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) PBVI
- e) Other benefits and allowances as per BDFL Service Rule

### **Position: Assistant Manager, Branch**

#### **1) Overall job responsibilities**

The Assistant Manager, Branch shall be responsible for overall management of Duty Free Shop. 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 Sales Executives report to duty on time and in proper uniform;
- b) Ensure the shop floor and its surroundings are kept neat and clean at all times;
- c) Ensure that all goods displayed in the shop with price tags before the shop open for business;
- d) Ensure that shops are opened on time;
- e) Maintain attendance and leave/off day records of all employees in the Branch;
- f) Maintain proper records of receipt and issue of goods to and from Bonded Warehouse;
- g) 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;
- h) Maintain records of sales and take over the sales proceed from the shops on a daily basis for safe storage;
- i) Ensure that all sale proceeds are deposited in the bank on a daily basis or on the next working day and proper record maintained;
- j) Compile and submit goods requisition form to the Bonded Warehouse/ Assistant Store Manager periodically to ensure uninterrupted supply of goods in the shop;



- k) Carry out survey of demand of goods and inform the Procurement and Marketing Manager for consideration for purchase;
- l) Organize and record transfer of goods to different shops under the Branch;
- m) Ensure that the goods transferred are accurately recorded in the system;
- n) Carry out physical verification of goods periodically and report any discrepancy;
- o) Monitor the shelf life of goods and report to the Procurement and Marketing Manager for action;
- p) Advise the management on the improvement in the store management system;
- q) Maintain updated inventory at all times;
- r) Carry out performance evaluation of employees periodically and submit to the head office for necessary action and record;
- s) Ensure that goods are stored properly and proper security maintained at all time; and
- t) 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 of 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, goods aptitude for learning and keeping updated;
- c) Capable of working in computerized environment;
- d) Capable of working as 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) 2 referrals/recommendation letters from non-family related referees
- d) Copies of:
  - i. Class X, XII and Degree certificates and transcripts
  - 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**



## TERMS OF REFERENCE

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

### **Position: Sales Executive**

#### **1) Overall job responsibilities**

Sales Executives shall be placed in Duty Free Shops, Thimphu, Paro & Phuentsholing 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) Maintain cleanliness of the outlet and its surroundings;
- h) At all times during duty in proper uniform; and
- i) Display courtesy to customers at all times

#### **3) Qualification & Experience Criteria**

- a) Class XII & X passed with an aggregate of not less than 55% in four best subjects including Dzongkha and English
- b) Diploma in Sales/ Marketing/ Hospitality from a recognized institution will be added advantage.

#### **4) Personal Specifications, Attributes & competencies**

- a) High integrity, ethics, etiquettes and interpersonal skill and capable to work as 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 retailing 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 and present 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 with the Duty Free Outlet.



**5) Other requirements**

- a) BDFL application form indicating clearly the post applied for
- b) Curriculum Vitae (CV) clearly indicating requirements referred to above
- c) 2 referrals/recommendation letters from non-family related referees
- d) Copies of:
  - i. Class X & XII certificates and transcripts
  - 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) PBVI
- e) Other benefits and allowances as per BDFL Service Rule.