



JOB TITLE: Retail Manager

EX2400B7D Dar es Salaam, Dar es Salaam, P. O. Box 3405, Tanzania, United Republic of

ROLES AND RESPONSIBILITIES

- Contribute to develop efficient and creative retail strategy to monitor team performance, analyze data, periodical forecasting and reporting of data to management in line with business strategy and objectives, Group guidelines and policies.
- Develop and oversee Service points to ensure outstanding service delivery and business growth.
- Ensure and monitor management of product merchandising and inventory to ensure processes flow smoothly.
- Implement operational plans to analyze sales data to determine if store is meeting financial goals and implement plans to improve performance.
- Prepare content and deliver training to team members, set performance goals for the team, resolve employee conflicts, and encourage teamwork.
- Execute and enforce safety and security procedures.
- Ensure and monitor activities like merchandise receiving and stocking, non-sales departmental work, such as check-out, photo lab or bagging orders.
- Plan and deliver multi-store non-sales operations activities including new store opening coordination, payroll/incentive plans, event planning, and/or contest planning and promotion.
- Contribute to develop and manage efficient distribution networks.
- Use structured approach in organizing all store operations and allocating responsibilities to personnel.

- Cooperate with senior management to develop appropriate indicators by collecting customer and market feedback and reporting the same to the organization.”
- Influence others outside of own job area regarding policies, practices, and procedures
- Develop strong, trusting relationships with business leaders across DHL.
- Cooperate with and coordinate 3rd parties e.g., external service providers.
- Advise customers and key stakeholders on processes, systems, and tools.”

QUALIFICATIONS:

- Bachelor’s degree in marketing, Sales, Business Management or equivalent
- More than 6 years
- Analytical skills
- Must be computer literate.
- Excellent communication skills and interpersonal understanding
- Passion for Customer Service
- Driving license

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