

THE BIBLE SOCIETY OF MALAWI



God's Word Life for All

Bible House
Victoria Avenue
P O Box 740
BLANTYRE
Malaŵi

Telephones: (265) (0)1 821 443; (0)1 824 842

Fax: (265) (0)1 833 091

E-Mail: info@biblesociety-malawi.org

JOB DESCRIPTION SALES ASSISTANT

Role/ Title: Sales Assistant

Grade: S7 – Operative

Hours: 7.30 – 16.30

Reports to: Distribution and Marketing Manager

Liases with: Clients, Clergy, Churches and Management

MAIN PURPOSE OF THE JOB

To provide efficient and effective customer service to the Bible Society customers. The role will assist customers with purchases and handle merchandising, restocking shelves and sales. The Sales Assistant will manage the cash register or point of sale system and help customers find products in their store. The role will also be responsible for setting up displays and keeping up the store appearance.

Key Accountabilities

Duties and Responsibilities.

- i. Sale of the scriptures in Bible Shop, to churches, and commercial outlets.
- ii. Merchandising – Stock display and good shop management through a well thought product display.
- iii. Reporting – daily compilation of daily summaries and reporting to management.
- iv. Reviewing own sales performance, aiming to meet and exceed targets
- v. Managing cash and payment systems in accordance with company procedures and policies.
- vi. Provides product, promotion, and pricing information by clarifying customer request; selecting appropriate information; forwarding information; answering questions.
- vii. Perform quality checks on products and delivery services and provide weekly reports to management.

- viii. Be involved in stock control and management by daily updating of bin cards and escalating any discrepancies to management.
- ix. Customer feedback compilation and producing a weekly report on the same.
- x. Assist in promotion and marketing activities of the society and Bible Society membership to existing clientele and walk in customers.
- xi. Data capturing of clients and sales in the business information system.
- xii. Assisting in other Bible engagement and advocacy related programs.

Key Competencies

- customer service skills
- the ability to work well with others and serving people
- patience and the ability to remain calm in stressful situations
- to be thorough and pay attention to detail
- sensitivity and understanding
- persuading and negotiating skills
- the ability to use your initiative
- excellent verbal communication skills
- to be able to use a computer and the main software packages competently

Personal Attributes

- Customer Focussed
- Good team worker
- Proactive
- Attention to detail
- Completeness of work
- Enthusiastic

Essential

- Christian
- MSCE certificate (*Professional Certificate in Marketing/Sales or related field will be an added advantage*)

Physical Effort

At certain points of the day the post holder will be expected to undertake bending, lifting and stretching in the course of their duties e.g., carrying boxes containing Bibles.

NB: *This job description is intended to give the post-holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to cover every activity. Specific tasks and objectives will be agreed with the post-holder at regular intervals. The post-holder will be required, always, to perform any other reasonable task as requested by the Line Manager and Management.*