



Reports to: Operations Manager

Location: Dar es Salaam

Purpose of the Role

Tabono on behalf of our client is looking for a dynamic Assistant Manager who is responsible for the day-to-day management of the travel retail operations and the organization of the work of the Sales Associates for which he or she is responsible for in a shift.

Key Outputs

1. Maintain shops to the expected standard defined
2. Oversee activities of the Sales Associates and keep them motivated
3. Lead the team to realize the company set sales targets/objectives
4. Keep optimal stock levels at all times.

Key Responsibilities

1. POINT OF SALE

- Accountable for shop assessment and tenure
 - Lead the implementation of pre-described products arrangements
 - Ensure all products have price labels
 - Make sure the shop is clean at all times
- Accountable of Commercial actions
 - Implement communicated promotions/campaigns
 - In charge of implementation, execution of activations with the suppliers (marketing/tasting goods and materials/access)
- Cash
 - Ensure there is change available in cash tills at all times
 - Oversee cashier session closing procedures.
- Customer Care
 - Lead and motivate the team to provide an excellent quality of service
 - Support to Sales Associates with escalated queries between customer and Sales Associate
- Responsible for team briefings of the staff in your shift, allocation of staff shop floor and tills, tasks, sharing communications/messages to the team as needed.
- Report on work tools that are not working to the expected standard to the Operations Manager
- Manage and/or report any suspicious behaviour observed from customer, employee, airport staff
 - Report on commercial performance and other related events of every shift to management

2. HUMAN RESOURCES

- Accountable for reviewing shift schedule shared and raise any red flags on the coverage of staff in particular shift and share recommendations to resolve
- Make relocations in shifts for short notice reported absenteeism
- Monitor passenger traffic and allocate staff in shift between shops accordingly
- Plan breaks for staff in the shift
- Take part in training sales team, new staff or existing staff as needed.
- Full responsibility for attendance, punctuality and shift compliance
- Real-time monitoring of staff presence and movements
- Report late comers and absentees in your shift
- Immediate action in case of absenteeism, lateness or early departure
- Ensure all assigned tasks are completed before end of shift

- Daily briefing AND debriefing of the team
- Reporting of individual behaviour and performance issues

3. STOCK

- Controlling physical and system transfers from warehouse and between shops.
- Accountable of overseeing that there is optimal stock level in shops.
- Accountable for Inventories

WHAT WE ARE LOOKING FOR:

Leadership & authority

- Strong leadership with authority
- Ability to impose structure, discipline and execution
- Comfortable managing under pressure and confrontation

People management

- Proven experience managing large frontline teams
- Ability to motivate, push and activate sales
- Strong communication

Operational rigor

- High standards, attention to detail
- Ability to multitask and prioritize
- Follow-up mindset

Personality

- Assertive, resilient
- Not conflict-avoidant
- Results-driven

At least 5 years proven experience in the retail sector and/or managing teams.
Education Level of at least a diploma

How to Apply

Interested candidates should submit their application (detailing their experience along with their CV) to <https://tabono.co.tz>. The role is posted under '**Assistant Manager**'. Your application should be submitted as a single PDF document.

Tabono Consult is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Deadline: 6th February 2026

Only shortlisted candidates will be contacted.