

**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.**