



AUTOXPRESS is an importer, distributor, and retailer of tires, auto parts, and accessories in the East African Market. We offer an extensive range of repair and services through a well-established network of 50+ outlets across Kenya, Tanzania, Rwanda, and Uganda. AUTOXPRESS in Tanzania is seeking applications from competent, dynamic, and self-motivated individuals to fill up the following positions:

**1. JOB TITLE: Retail Customer Service Assistant**

**Job Location: Dar es Salaam.**

**Job Responsibilities:**

**Basic Function**

This is a training position leading to the retail customer service executive position. The person is responsible for welcoming retail customers (physical and telephone) to the branch, responding to their inquiries, orienting them to the company products, and providing information that helps them make purchasing decisions. The person is responsible for ensuring exceptional customer service while maximizing profitability for the company.

**Principal Accountabilities**

- a) Familiarize yourself with the company profile.
- b) Learn the technical details and features of the company's products and services.
- c) Welcome the customer to the branch (either physically or over the phone).
- d) Enquire and understand the customer's needs and requirements.
- e) Recommend and select the right product to suit the customer's requirements.

- f) Explain the product's technical features and benefits to the customer; you may also have to demonstrate the use and operation of the product.
- g) Cross-sell other products by highlighting their benefits about the products being purchased.
- h) Offer correct value propositions to help them make the right purchasing decisions.
- i) Liaise with stores and workshop departments and ensure that the correct goods and services are provided in an efficient and timely manner.
- j) Upon completing the transaction, ensure that accurate documentation is done, and payment is collected.
- k) Develop a rapport with the customer to encourage future business.
- l) Thank the customer for their patronage, giving out contact details.
- m) Make a follow-up with the customer after an appropriate time to find out if they enjoy the products and services. Communicate their feedback to the Branch Manager and resolve any complaints they may have.
- n) Communicate any introduction of new products and services and any special offers to the customer. o) Inform management of customer requirements that are not currently available. For example, taking pictures of the vehicle and the part required.
- p) Maintain confidentiality of customer information at all times.
- q) Perform any other duties that may be required.
- r) Ensure all vehicles that come into our workshops have an inspection checklist before invoicing
- s) Go through Inspection Checklist with the customers and ensure customers have understood the contents.

**Required Qualifications and Experience:**

- Diploma in sales and marketing, a degree is an added advantage.
- At least two years of working experience in a similar automobile industry position or three years of work experience in customer service or marketing.
- Interest in automobile mechanics is advantageous.
- Computer literacy in MS office.

### **Key competencies**

- Learn all commercial and technical features of the company's products and services.
- Focusing on customer needs and exceeding expectations.
- Presenting & communicating information effectively.
- Persuading and influencing.
- Personable approach to ensure a good relationship with customers and colleagues.
- Following instructions and procedures.

### **APPLICATION INSTRUCTIONS**

[CLICK HERE TO APPLY](#)

## **2. JOB TITLE: Branch Manager**

**Job Location: Mwanza.**

**Job Responsibilities:**

### **Basic Function**

The branch manager reports to the regional manager. The person is responsible for assisting in the smooth operations of the branch, including sales and marketing,

customer service, human resource management, building and plant maintenance, inventory management, financial control, safety, and security of the company assets.

### **Principal Accountabilities**

#### **A. Sales and marketing**

- Assess local market conditions; identify future business development opportunities.
- Ensure prudent and professional acquisition of new business opportunities.
- Ensure that current customers are looked after in the best possible manner.
- Oversee the customer service staff providing support and direction as and when needed.
- Implementing all sales and marketing objectives of the company.

#### **B. Customer Service**

- Analyze customer feedback from customer service executives and deal with any complaints in a positive and timely manner.
- Build and maintain a good rapport with customers.
- Oversee overall customer satisfaction across all customer categories.

#### **C. Human Resources Management**

- Recruit casual employees and orient them to company culture and policies as required.
- Oversee that all guidelines and policies regarding labour and human resources are adhered to.
- Recommend staff for employment or promotion within the branch to head office per the company regulations.
- Oversee human resources matters at the Branch level.
- Ensure that the delegated duties of the staff are being carried out in line with their responsibilities.
- Assess training needs and recommend appropriate training to be provided. 7. Build and maintain a cohesive and motivated team at the branch level.

#### D. Building and plant maintenance

- Carry out regular checks of the entire premises and other assets.
- Ensure that the premises are clean and aesthetically appealing at all times.
- Ensure that all company assets are well maintained and accounted for.
- Administration (Inventory management, financial control, safety, and security)
- Prepare daily, weekly, monthly reports as required by the management.
- Oversee that the workshop and stores functions are carried out in an efficient and timely manner.
- Ensure that the inventory records are accurately maintained and carry out physical monthly stock takes.
- Oversee receivables management at the branch level and ensure that it conforms to company policies to enable the company to meet its financial commitments.
- Manage petty cash function.
- Ensure that company stationery is stored safely.
- Ensure that all company documents are stored safely and filed in an orderly manner.
- Maintain offsite backups for all essential records.
- Ensure that the company assets are well secured from theft, fire and any other potential risk or hazard.

#### **Required Qualifications and Experience:**

1. Degree in sales and marketing or commerce or business administration.
2. At least one year as an Assistant Branch Manager within our organization or at least three years of experience at a similar automobile industry position.
3. Knowledge of the automobile industry as well as automobile mechanics.
4. Practical business management skills.
5. Computer literacy in MS office packages.
6. Leading and supervising.
7. Working with people.
8. Writing and reporting.
9. Analyzing information.
10. Planning and organizing.

## APPLICATION INSTRUCTIONS

[CLICK HERE TO APPLY](#)

The application deadline is 15<sup>th</sup> March 2022. Only shortlisted candidates will be contacted.

---