

## JOB DESCRIPTION

**Title:** Retail Sales Associate

**Location:** Ikeja, Lagos

**Time:** Full-Time

**Reporting Line:** Head of Sales & Operations

### Job Overview

The Retail Sales Associate will support and manage the retail operations of the business. The role holder will be required to work with other teams to ensure all back office activities across the business are managed effectively.

### Role Responsibilities

- Supports company operations by maintaining office systems such as customer database, invoicing system, completing sales
- Maintain office services by organizing office operations and procedures; managing company email; assigning and performing clerical functions
- Keep management informed by summarizing information, identifying trends and producing monthly reports
- Provide administrative support to the Sales & Operations Team and the Managing Director
- Manage relationships with existing clients
- Manage and process retail orders made via phone/email/social media
- Manage the company's logistics and its partners
- Support company research and development activities
- Contributes to team effort by accomplishing related results as needed

### Skills & Requirements

- Excellent communication, presentation and report writing skills
- A good level of numeracy
- Ability to meet and exceed set goals
- Ability to manage existing company relationships
- Hardworking with a high degree of self-motivation and ambition
- Ability to work both independently and as part of a team

### Education & Qualification

- OND/HND or similar level
- Good working knowledge of MS Word, Excel and Powerpoint
- Familiar knowledge of invoicing software like Waveapps is desirable
- Familiar knowledge of POS/retail software like Loyverse is desirable

### Remuneration

- N720,000-N960,000 per annum depending on experience - Salary split: 70% basic salary and 30% performance based