



MANAGEMENT TRAINEE
POSITION SPECIFICATION

I. AX REQUIREMENTS

AutoXpress Limited is a leading importer, distributor and retailer of tyres, auto parts and accessories across various countries in Africa. AutoXpress Limited (The Group) also offers an extensive range of repair and services through a well-established network of 80+ outlets across Kenya, Tanzania, Rwanda, Uganda, and Zambia. AutoXpress is a trusted brand and is underpinned by a successful history and heritage spanning over 65 years.

AUTOXPRESS Tanzania is seeking applications from competent, dynamic, and self-motivated individuals to fill up the following position.

Position (2): Management Trainee

Job Location: Dar es Salaam

2. THE ROLE

Today, AutoXpress has 7 retail outlets across Tanzania in Dar Es Salaam, Arusha, and Mwanza with plans to open new branches over the next 3 - 5 years. This role is a training position in preparation for the position of assistant branch 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.

3. PRINCIPAL ACCOUNTABILITIES

- **Sales and marketing**

- a) Assist RCSA/RCSE in welcoming customers, understanding customer's needs, recommending the right products & services to suit the customer's needs and up/cross sell where possible.
- b) Ensure that current customers are looked after in the best possible manner.
- c) Oversee the customer service staff providing support and direction as and when needed.
- d) Assist BM/ABM in daily branch management duties.
- e) Monitor branch FPs, evaluate gaps and strategize growth avenues in liaison with the BM/ABM.
- f) Assist the BM in implementing all sales and marketing objectives of the company.

- **Customer Service**

- a) Analyse customer feedback, inform ABM/BM of any complaints and where possible and immediate, deal with any complaints in a positive and timely manner.
- b) Build and maintain good rapport with customers.
- c) Oversee overall customer satisfaction across all customer categories.

- **Human Resource Management**

- a) Oversee that all guidelines and policies in respect to labour and human resource are adhered to.
- b) Recommend staff for promotion within the branch to HOR in accordance with the company regulations.
- c) Oversee human resource matters at branch level.
- d) Ensure that the delegated duties of the staff are being carried out in line with their responsibilities.
- e) Assess training needs and ensure that appropriate training is provided.
- f) Build and maintain a cohesive and motivated team at the branch level.

- **Building and plant maintenance**

- a) Carry out regular checks of the entire premises and other assets.
- b) Ensure that the premises are clean and aesthetically appealing at all times.
- c) Ensure that all company assets are well maintained and accounted for.

- **Administration (Inventory management, financial control, safety, and security)**

- a) Prepare daily, weekly, monthly reports as required by the management.
- b) Oversee that the workshop and stores functions are carried out in an efficient and timely manner.
- c) Ensure that the inventory records are accurately maintained and carry out physical monthly stock takes.
- d) Oversee receivables management at the branch level and ensure that it conforms to company policies to enable the company meet its financial commitments.
- e) Manage petty cash function.
- f) Ensure that company stationery is stored safely.
- g) Ensure that all company documents are stored safely and filed in an orderly manner.
- h) Maintain offsite backups for all important records.
- i) Ensure that the company assets are well secured from theft, fire and any other potential risk or hazard.

4. KEY COMPETENCIES

- Leading and supervising.
- Working with people
- Writing and reporting

- Analyzing information
- Planning and organizing
- Entrepreneurial & commercial thinking
- Delivering results & exceeding customer expectations
- Coping with pressure.

5. EDUCATION, EXPERIENCE, AND KNOWLEDGE

- Education
 - University degree in sales and marketing or commerce or business administration or related field.
- Experience
 - Minimum 2 years' experience at a Retail or B2C business.
 - Knowledge of the automotive retail environment, tyre industry, and spare parts industry is advantageous.
 - Practical business management skills.
 - Computer literacy

AutoXpress Tanzania Limited is an equal opportunity employer and encourages qualified candidates from diverse backgrounds to apply. Interested candidates should send an application letter along with their CV to careers@auxptz.com no later than **12th January 2025**. Please quote "**Application – Management Trainee**" in the email subject line.

