



HEAD OF RETAIL – OPERATIONS
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 85+ 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 (I): Head of Retail – Operations

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 position is responsible to oversee the function of the regions. The Head of Retail - Operations is expected to support each individual branch manager in their effort to make the branches profitable and ensure that each region is organized and functioning within the guidelines and directives put in place by the Head Office. They are also responsible for collecting feedback from the regions and branches and presenting it to the head office in an organized manner.

3. PRINCIPAL ACCOUNTABILITIES

Combined.

- 3.1. Contribute, Develop, Communicate, Implement, Monitor and Review of Retail strategy
- 3.2. Communicate and execute Business priorities within strategy
- 3.3. Enhance the Company communication process (Pre, Post and during customer visit) (Customer service, call centre, tech communications and more)
- 3.4. Develop and manage all CRM programs as a strategy to retain customers and offer additional benefits (WOW factors) (Adding to the communication process)
- 3.5. Communication and channels to all retail branches and staff (Inter Departmental)
- 3.6. Set Targets and benchmarks and monitor against them (Bonus monitoring as well as branch sales achievements in detail)
- 3.7. Branch expense monitoring
- 3.8. Recruit and Build highly motivated and high performing teams through line management and effective leadership
- 3.9. Develop and execute training modules for Retail
- 3.10. Coach and mentor the branch managers into their role
- 3.11. Support internal audit.

Shared.

- 3.12. Regularly produces and presents a range of financial/non-financial reports for the CEO.
- 3.13. Influences and supports the retail element of the annual budget process ensuring understanding and buy in from the retail management team. (Targets)

- 3.14. Spends time in branches with retail teams and customers to understand and identify business critical issues in order to ensure the alignment of tactics and strategies; maintains the corporate identity of AutoXpress in all branches and related initiatives
- 3.15. Proactively manages and reviews the performance and progress of Branch Managers and their regions, sets objectives and targets
- 3.16. Constantly reviews financial data and supports the Branch Managers in providing realistic input into the sales budgets and achievements

Key Responsibility.

- 3.17. Generates ideas about future national and regional marketing activities to ensure a cutting-edge strategy; maintains up to date knowledge of the marketplace, competitors and trends and the execution thereof in local markets. (Identifies and optimises promotional opportunities ensuring these are co-ordinated with wider retail promotions and campaigns but at local levels)
- 3.18. Translates the strategic goals into retail operational plans (Driving flight plans) to achieve the required targeted growth in sales units; and continuously reviews and follows up on results at branch level and all staff level (not just RM)
- 3.19. Ensures that the retail operation complies with all policies and procedures relating to the POS systems and business process defined for our retail customer journey and influences any changes necessary to meet compliance and efficiencies.
- 3.20. Ensures that the retail operation complies with all policies and procedures relating to Security, Health and Safety and influences any changes necessary to meet statutory requirements, ensuring minimum risk to staff members and the business (SHEQ management)
- 3.21. Takes a lead role in building a strong sales management culture with the operations team; spends time coaching Branch Managers and identifying skills and opportunities for development; Training through repetitive practice with BM.
- 3.22. Takes a lead role in building a strong operations management culture; spends time coaching workshop managers, identifying skills and opportunities for development; provides advice and guidance on workshop and efficiency issues when needed.
- 3.23. Maintains and constantly develops innovative and cost-effective stock optimisation with operations, monitors stock weekly to achieve bottom line sales budget against monthly targets (Take over the execution of this operational role from the operations department in the future.) Including stock take and internal consumption reports
- 3.24. Ensures all branch maintenance/upgrade proposals are functional/delivered keeping the AutoXpress strategic image and propose recommendations to the CEO to ensure they will trade effectively and meet the proposed budgets
- 3.25. And any other duties that may be assigned from time to time

4. KEY COMPETENCIES

- Leading and supervising.
- Working with people.
- Deciding and initiating action.
- Persuading and influencing.
- Presenting and communicating information.
- Writing and reporting.

- Analyzing.
- Planning and organizing.
- Entrepreneurial and commercial thinking.

5. EDUCATION, EXPERIENCE, AND KNOWLEDGE

- Education
 - Degree in sales and marketing or commerce or business administration.
- Experience
 - At least 5 years' experience as a Regional/Branch Manager.
 - Practical business management skills.
 - Computer literacy.
 - Familiarity with the region.

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 **15th April 2025**. Please quote "**Application – Head of Retail**" in the email subject line.

