

Terms of Reference

Sales Outlet In-charge, Trongsa

Position Title	Sales outlet In-Charge
Grade	S4
Location	Trongsa
Pay & Allowances	<ol style="list-style-type: none"> 1. Basic Pay: Nu.14450.00 2. 20% House Rent Allowance (HRA) on basic pay 3. Fixed Allowance: Nu.9000.00 4. LTC: Nu. 1205.00 5. Other benefits: PBVA & other entitlements as per FCBL Service Rules
Type of Employment	Regular after a six-month probation period and will be positioned one grade lower than the actual grade during this period.
Qualification & Experience	Class XII graduates with a minimum four years of work experience in relevant fields.
Background	The In-Charge will be primarily responsible for daily operations of the sales outlet, ensuring accountability, transparency, and compliance with corporate policies and mandates.
Knowledge, Skills & Abilities	<ol style="list-style-type: none"> 1. Thorough understanding of inventory management, and supply chain processes. 2. Knowledge of corporate policies, compliance standards, and reporting requirements. 3. Familiarity with safety, security, and quality protocols relevant to warehouse and stock management. 4. Basic knowledge of transportation, logistics, and distribution of supplies 5. Strong leadership and team management skills to supervise and motivate depot staff. 6. Effective communication and interpersonal skills for coordination with internal teams and external stakeholders.

	<ol style="list-style-type: none"> 7. Proficiency in record-keeping & reporting. 8. Ability to oversee multiple tasks and ensure accountability and transparency in daily operations.
<p>Duties, Responsibilities & Accountabilities</p>	<ol style="list-style-type: none"> 1. Submit Indent to the respective Regional Warehouse. 2. Receipt and sale of Stocks. 3. Customer acquisition and retention. 4. Credit Follow up and submission of report to respective Business Manager. 5. Physical Stock verification and reconciliation. 6. Market information submission to the respective Regional Office. 7. Quality inspection, verification and Report Submission to respective Regional Office. 8. Maintain a Cash book. 9. Timely (Daily) deposit of Cash and Cheque. 10. Daily Physical verification of cash. 11. Bank reconciliation of the respective bank account. 12. Monthly stock, cash and Bank reports submission to the respective Regional Office. 13. Timely settlement of expenses and utility bills with the respective region as per FCBL Financial and Accounting Manual 2022. 14. Facilitate RNR marketing. 15. Liaise with HQ, Regional Office for operation of respective depot and activities.
<p>Document Requirements</p>	<ol style="list-style-type: none"> 1) Duly Filled FCBL Employment Application Form (download from website: www.fcbl.bt) 2) Curriculum Vitae/Resume 3) Copies of Academic transcripts 4) Copy of valid Citizenship Identity card 5) Security Clearance Certificate 6) Copy of Audit clearance certificate. 7) Original Medical fitness certificate 8) No Objection Certificate, if employed

Terms of Reference

In-Charge, Vegetable Aggregation Center, Pasakha

Position Title	In-Charge
Grade	S4
Location	Pasakha, Chukha
Pay & Allowances	<ol style="list-style-type: none">1. Basic Pay: Nu.14450.002. 20% House Rent Allowance (HRA) on basic pay3. Fixed Allowance: Nu.9000.004. LTC: Nu. 1205.005. Other benefits: PBVA & other entitlements as per FCBL Service Rules
Type of Employment	Regular after a six-month probation period
Qualification & Experience	Class 12 graduates with four years of relevant experience.
Background	<p>The In-charge is responsible for maintaining smooth and uninterrupted operations of the respective outlets/depots, ensuring continuous availability of stock, proper handling of produce, and efficient service delivery. This includes close coordination with procurement, transportation, and warehouse teams to prevent stock shortages, delays, or operational disruptions. Furthermore, the In-charge is expected to uphold accountability, transparency, and operational efficiency by monitoring daily activities, addressing challenges promptly, and ensuring compliance with organizational policies.</p>

<p>Knowledge, Skills & Abilities</p>	<ol style="list-style-type: none"> 1) Ability to manage Inventory & Stock Management 2) Basic Financial & Cost Awareness 3) Coordination & Communication Skills 4) Ability to handle operational issues such as stock shortages, delays, or quality concerns 5) Ability to manage staff and assign duties 6) Customer Service Skills 7) Maintain transparency and accountability in operations 8) Basic IT Skills
<p>Duties, Responsibilities & Accountabilities</p>	<ol style="list-style-type: none"> 1) Maintain day-to-day outlet/depot operations smoothly. 2) Ensure compliance with SOPs and quality standards. 3) Organize the tasks including loading, unloading, grading, and sorting after the arrival of FFV in the outlet. 4) Thoroughly weigh all fruits and vegetable items to prevent discrepancies. 5) Conduct quality inspections of the produce to meet the specified standards. 6) Maintain close communication and coordination with Pling Regional office aggregators to ensure timely delivery of fresh fruits & vegetables (FFV). 7) Foster positive relations with the customers and all the relevant stakeholders. 8) Report operational performance to Regional Office. 9) Report any issues regarding the outlet to the Regional AMM. 10) Maintain daily sales, purchase, and damages reports in the ERP system. 11) Conduct daily cash reconciliation and timely deposit. 12) Mandatory issuance of receipts for all sales transactions. 13) Keep the outlet and its surrounding neat and clean with proper disposal bins in place. 14) Any other tasks assigned by the immediate Supervisor

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