

1) Job Details			
English Title:	Retail Agent	Arabic Title:	وكيل تجرئة
Group:		Division:	Brand & Creative Division
Directorate:	Enterprise Directorate	Department:	Retail & Events Department
Section:		Position Code:	

2) Relationships:	
Report To: (Supervisor)	Retail Officer
Supervise: (Subordinates)	
Internal Contacts:	beIN SPORTS Employees beIN MEDIA GROUP
External Contacts:	Suppliers and freight forwarding / repair service providers.

3) Job Purpose Summary:
The Retail Agent is responsible to assist Retail Officer for the day-to-day function of and overseeing the receipt, storage, requisitioning and disbursement of equipment, supplies and materials to requesting parties. Managing delivery of all items to respective retail shops The Retail agent also is required to work in the relevant shops assigned.

4) Key Responsibilities and Accountabilities:
<ul style="list-style-type: none"> • Offload items from trucks by hand or with hand operated or motorized equipment. • Unpack incoming items, in addition to wrapping, barcoding, tagging and packing outgoing items as needed. • Handling ALL items with care and attention. • Packing to safeguard items for further distribution. • Store the items on racks and shelves according to product code, while ensuring the items are secured properly and palletized. • Label equipment as 'New / Used / For Repair / For Disposal' before placing it in rack / location. • Gather items from different store locations and keep it ready for collection of requested end-user. • Update the concerned 'Bin Card' immediately on placing or removing any item at a location in store. • Manage monthly stocktaking (material, equipment, merchandise, supplies) to match the physical available stock with the inventory control cards. • Clean and maintain the store area in a neat and orderly manner, while ensuring that work is conducted under a safe environment. • Check the availability of materials within the stores through the system and respond to queries from End-users or Purchasing Department. • Review the 'requests for items' to ensure proper approvals are obtained. • Prepare the 'Stock Issue Voucher' or 'Daily Issue Voucher' and obtain signature of receiving person. • Enter data and edit stock orders into the computerized inventory system. • Excellent customer skills and achieving sales targets • Set up of POS system • Drive modern matters using technology

5) Other Responsibilities:
<ul style="list-style-type: none"> • Perform other duties relevant to the job as requested.

6) Job Requirements / Qualifications:		
Education:	Minimum Diploma/ Degree in Retail	
Minimum Required Academic Degree:	Post-High School Degree	
Experience:	Minimum 4 years of experience in warehousing, sales, customer service and handling materials within a similar industry, or other related fields is preferable	
Minimum Required Relevant Experience Years:	2 Year(s)	
Skills:	<ul style="list-style-type: none"> • Able to perform physical labour and shelve, store and distribute equipment and materials • Able to operate forklifts and store related equipment • Able to operate and enter information in a computerized inventory system • Able to perform written and oral communication in English • Able to perform simple arithmetic calculations • Able to maintain accurate manual and computer records • Able to work under pressure 	
Knowledge:	<ul style="list-style-type: none"> • Knowledge in bar-coding techniques and sales skills • Knowledge in occupational hazards and safety precautions • Knowledge in storing and shelving techniques • Knowledge in stock inventory procedures • Knowledge in modern warehouse procedures 	
Abilities:	<ul style="list-style-type: none"> • Able to perform physical labor and shelve, store and distribute equipment and materials • Able to operate forklifts and store related equipment • Able to operate and enter information in a computerized inventory system • Able to perform written and oral communication in English • Able to perform simple arithmetic calculations • Able to maintain accurate manual and computer records • Able to work under pressure 	
Core Competencies:	1- beIN Sports ethics and code of conduct. 2- beIN Sports spirit. 3- Diversity. 4- Integrity.	
Competencies:		
Work Environment:	Distribution center and shops	
Job Demands:	Physical Characteristics:	Must be able to perform physical activities such as, but not limited to, lifting (up to 30 kilos. unassisted), bending, standing, climbing or walking on a consistent basis.
	Other Characteristics:	

7) Performance Measures:
<ul style="list-style-type: none"> • Percentage of mistakes in correspondence and documents (SIV, DIV, Bin Card etc) • Safety and security of store areas Achieving Sales Targets. Customer service skills • Percentage of inventory items with incorrect stock balances • Percentage of Inventory items incorrectly located • Percentage of Technology skills and understanding • Percentage of English language skills- both written and spoken • Percentage of planning skills

8) Tools and Equipments:

- Understanding of technology- Computer and Internet
- POS SYSTEM

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