



RETAIL CUSTOMER SERVICE ASSISTANT
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 (I): Retail Customer Service Assistant

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 is a training position leading to the position of Retail Customer Service Executive. The person is responsible for welcoming retail customers (either physically or over the phone) to the branch, responding to their enquiries, orienting them to the company products and providing information that helps them in making purchasing decisions. The person is responsible for ensuring exceptional customer service while maximizing profitability for the company.

3. PRINCIPAL ACCOUNTABILITIES

- 3.1. Familiarize yourself with the company profile.
- 3.2. Learn the technical details and features of the products and services that the company offers.
- 3.3. Welcome the customer to the branch (either physically or over the phone).
- 3.4. Enquire and understand the customer's needs and requirements.
- 3.5. Recommend and select the right product to suit the customer's requirements.
- 3.6. Explain the product technical features and benefits to the customer; you may also have to demonstrate the use and operation of the product.
- 3.7. Cross sell other products by highlighting on their benefits in relation to the products being purchased.
- 3.8. Offer correct value propositions to help them make correct purchasing decisions.
- 3.9. Liaise with stores and workshop department and ensure that the correct goods and services are provided in an efficient and timely manner.
- 3.10. Upon completion of the transaction, ensure that accurate documentation is done, and payment is collected.
- 3.11. Develop a rapport with the customer to encourage future business.
- 3.12. Thank the customer for their patronage giving out contact details.
- 3.13. Make a follow up with the customer after an appropriate time to find out if they are enjoying the products and services. Communicate their feedback to the Branch Manager and resolve any complaints that they may have.
- 3.14. Communicate any introduction of new products and services and any special offers to the customer.

- 3.15. Inform management of customer requirements that are not currently available. For example, taking pictures of the vehicle and the part required.
- 3.16. Maintain confidentiality of customer information at all times.
- 3.17. Perform any other duties that may be required.
- 3.18. Ensure all vehicles that come into our workshops have an inspection checklist before invoicing
- 3.19. Go through Inspection Checklist with the customers and ensure customers have understand the contents.

4. KEY COMPETENCIES

- Learn all commercial and technical features of the company's products and services.
- Focusing on customer needs and exceeding expectations.
- Presenting & communicating information effectively.
- Persuading and influencing.
- Personable approach to ensure good relationships with customer and colleagues.
- Following instructions and procedures.

5. EDUCATION, EXPERIENCE, AND KNOWLEDGE

- Education
 - University degree in sales and marketing or commerce or business administration or related field.
- Experience
 - Minimum of 1 year's experience in customer service or marketing.
 - Knowledge of the automotive retail environment, tyre industry, and spare parts industry is advantageous.
 - Interest in automobile mechanics is advantageous.
 - 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 **24th May 2026**. Please quote "**Application – Retail Customer Service Assistant**" in the email subject line.

