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JOB PROFILE

Shop sales assistant

Asistente vendas loja

Retail, sales & trade · ISCO-08 5223

Shop sales assistants help customers choose what to buy, tell them prices, take payment, and keep the shelves full and tidy. In the 2022 Enterprise and Skills Survey, employers named shop sales workers as the job with the biggest skills gap.

TRAIN IN TIMOR	**Técnico de Comércio** Technical secondary school (ESTV)
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**Skills gap** Top skills gap, enterprise survey 2022
ABROAD	**No official programme yet** Australia PEV: any job, with a job offer
PAY IN TIMOR	**US$200 / month** Average for all service & sales workers in Timor-Leste, not this job alone (Labour Force Survey 2021)

WHAT YOU DO

Help customers: Greet customers and ask what they need; Explain what a product does and show how it works; Tell customers the price and how they can pay.

Sell: Take payment and give change, or pass the customer to the cashier; Write receipts or sales slips; Wrap and pack goods for the customer.

Look after the stock: Put goods on the shelves and set up displays; Check prices and labels; Count stock and tell the manager what is running low.

Keep the shop running: Keep the shop floor clean and tidy; Put back goods that customers did not buy; Work as a team with the cashier and the shopkeeper.

Based on the ILO description of ISCO-08 unit group 5223, Shop sales assistants.

WHERE YOU WORK

Supermarkets & minimarkets (Food, drinks and household goods); Clothes & phone shops (Help customers choose and try); Hardware & building supplies (Tools, cement, paint and parts); Pharmacies & electronics (Products that need clear advice).

You stand most of the day and talk to many people. Shops often open early, close late, and are busy on weekends and before holidays.

Shops hire many people. In 2017 shop sales assistants were among the five jobs with the most new hires.

IS IT FOR ME?

You are good at: Talking to people, Being polite and patient, Counting money correctly, Remembering products and prices, Standing for long hours.

You like: Meeting new people, Helping customers, New products, A busy place.

Speaking more than one language helps you serve more customers.

TRAIN FOR IT IN TIMOR-LESTE

- **Técnico de Comércio** · Technical secondary school course (ESTV)

No INDMO national certificate for shop sales is in the list we have, and that list is incomplete. Course length and fees: to confirm with each school. The directory never shows a number without a source.

WHERE IT LEADS

- **Shop sales assistant** · ESTV Técnico de Comércio, or learn on the job
- **Shopkeeper** · Run a shop; same ESTV course (ISCO 5221)
- **Marketing & sales professional** · DIT General Management (ISCO 2431)
- **Your own shop** · Startups of Timor helps you start one

WORK ABROAD, SAFELY

- **Australia: Pacific Engagement Visa** · No official programme recruits Timorese workers for this job yet. Australia's Pacific Engagement Visa allows any occupation, but you need a job offer first.

Never pay a fixer. Join only through SEFOPE, the Timor-Leste government office for work abroad. No one can sell you a place, and a real overseas job never asks you for a recruitment fee.

SOURCES

1. ILO, ISCO-08 unit group 5223 Shop sales assistants https://www.ilo.org/public/english/bureau/stat/isco/isco08/
2. APTC, Timor-Leste Skills Strategy 2022: skills gaps (Enterprise and Skills Survey 2022) and Annex I (INDMO titles) https://24045200.fs1.hubspotusercontent-na1.net/hubfs/24045200/Files/Timor-Leste%20Skills%20Strategy%202023.pdf
3. Diploma Ministerial 8/ME/2013: technical secondary courses (ESTV) https://mj.gov.tl/jornal/?q=node%2F3983
4. SEJT, Labour Market Outlook No. 7, Feb 2018 (Enterprise and Skills Survey 2017: new hires) https://www.laohamutuk.org/DVD/2018/LMOFeb2018en.pdf
5. Dili Institute of Technology programmes https://www.dit.edu.tl
6. Pacific Engagement Visa: any occupation, job offer needed (employer fact sheet 2025) https://pev.gov.au/sites/default/files/2025-02/PEV%20for%20Employers%20Fact%20Sheet_2025.pdf
7. Labour Force Survey 2021, Table 29: average monthly wage of employees by occupation group https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40asia/%40ro-bangkok/%40ilo-jakarta/documents/publication/wcms_863064.pdf

From the Servisu jobs directory. Every figure has a source; "to confirm" means none yet. http://servisu.oftimor.com/jobs-directory/shop-sales-assistant/?lang=en