S.O.T. SYSTEMS OF TIMOR

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Rua de Ai Meti Laran, Comoro, Dom Aleixo, Dili

JOB PROFILE

Shopkeeper

Loja-na'in / kios-na'in

Retail, sales & trade · ISCO-08 5221

Shopkeepers run a small shop, alone or with a few helpers. They decide what to sell, buy the stock, set the prices, serve customers and keep the accounts. It is the fifth most common job in Timor-Leste: 3.1% of all workers, and 4.7% of working women.

TRAIN IN TIMOR	**Técnico de Comércio** Technical secondary school (ESTV)
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**Large employer** #5 occupation, Labour Force Survey 2021
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

Choose and buy stock: Decide which goods to sell and how much to keep; Order and buy goods from suppliers and wholesalers; Set prices that cover your costs.

Run the shop: Open and close on time, and keep the shop clean and tidy; Put goods on shelves so customers can find them; Check dates and keep food stored properly.

Serve and sell: Help customers and tell them about your goods; Take payment and give the right change; Tell people about your shop and special offers.

Keep records and staff: Write down stock, sales and costs; Plan your money for the month; Choose, train and guide helpers.

Based on the ILO description of ISCO-08 unit group 5221, Shopkeepers.

WHERE YOU WORK

Kiosks (Small shops in towns and villages); Small grocery shops (Rice, oil, drinks and daily goods); Specialty shops (Phones, clothes, hardware, building materials); Family businesses (Often a shop at the front of the home).

Shops open early and close late, often seven days a week. You are on your feet a lot, and what you earn depends on what you sell.

Shops are a big part of the economy. In the 2022 census, wholesale and retail trade employed 63,639 people, a few more women than men. In a 2017 survey, shopkeepers were among the five jobs that businesses hired most.

The government plans more inspection of shops and other businesses, and a stronger food-safety authority, AIFAESA, to check how food is kept and sold.

IS IT FOR ME?

You are good at: Counting money quickly, Talking to customers, Keeping records, Planning ahead, Being honest and reliable.

You like: Being your own boss, Buying and selling, Meeting people every day, Seeing your business grow.

Basic maths, and a notebook or phone to record stock and sales, help you see what makes money.

TRAIN FOR IT IN TIMOR-LESTE

- **Técnico de Comércio** · Technical secondary school course (ESTV)
- **No national certificate for shopkeepers listed yet** · The published list of INDMO titles has no course for shopkeepers, 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 or market seller** · Learn how a shop works (ISCO 5223, 5211)
- **Shopkeeper** · ESTV Técnico de Comércio, or learn on the job
- **Manager or owner of a bigger business** · INDMO Certificate III–IV in Management and Leadership (ISCO 1420)
- **Your own growing business** · Startups of Timor helps you start and grow 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

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3. INETL with ILO, 2022 Census Thematic Report on Labour Force (Oct 2024), Figure 3: employment by industry and sex https://www.laohamutuk.org/DVD/DGS/Cens22/241203INETLThematic-report-labour-force_2022.pdf
4. SEJT, Labour Market Outlook No. 7, Feb 2018 (Enterprise and Skills Survey 2017: top five occupations hired) https://www.laohamutuk.org/DVD/2018/LMOFeb2018en.pdf
5. Programme of the IX Constitutional Government 2023–2028, §4.5 Trade https://timor-leste.gov.tl/wp-content/uploads/2023/07/EN-Programa-IX-Governo.pdf
6. Diploma Ministerial 8/ME/2013: technical secondary courses (ESTV) https://mj.gov.tl/jornal/?q=node%2F3983
7. APTC, Timor-Leste Skills Strategy 2022, Annex I (INDMO qualification titles) https://24045200.fs1.hubspotusercontent-na1.net/hubfs/24045200/Files/Timor-Leste%20Skills%20Strategy%202023.pdf
8. 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
9. 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/shopkeeper/?lang=en