



Position Description

Job Title:	Customer Service Associate	Location:	Various
Reports to:	General Manager	FLSA:	Non- Exempt
Department:	Store Operations	Date:	January, 2013

Position Summary: The Customer Service Associate (CSA) works in support of the store management team to facilitate the completion of all store level tasks and performs a variety of tasks related to different areas of the store including food preparation, cash register duties, customer service, general housekeeping and other related functions. The CSA ensures an exceptional customer experience that supports our vision to become “fast casual to go with world class convenience”.

Principal Duties:

1. Support and follow all safety and security initiatives.
2. Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.
3. Ensure the proper execution of assigned foodservice programs and procedures.
4. Operate the point of sale pursuant to corporate standards; maintain proper cash levels.
5. Adhere to the execution of established safety, security, quality and store operations policies, procedures and practices.
6. Ensure the proper execution of all assigned store level marketing programs.
7. Complete all store housekeeping functions (i.e., cleaning, dusting, sweeping, mopping, emptying trash, etc.).
8. Replenish products and supplies to ensure in stock conditions at all times.
9. Communicate with the management team regarding customer requests and vendor-related concerns.
10. Check in external and internal vendors according to corporate procedures.
11. Complete other tasks as assigned by store management.
12. Represent the Wawa brand by exemplifying Wawa core values.

To perform the essential functions of a Customer Service Associate, the associate must perform all duties listed below:

Cash Register Area

- Essential Job Duties

13. Operate the cash register, scan items, bag merchandise and make/provide change for purchases.
14. Comply with federal and state laws by requesting personal identification from customers who are purchasing tobacco and/or alcohol.
15. Maintain proper cash levels in register drawer.
16. Stock and refill register area inventory.
17. Greet customers and provide an enjoyable shopping experience for all customers. Respond to customer requests in a timely manner.
18. Perform the following physical behaviors continuously throughout their shift: standing, walking, handling, reaching horizontally, reaching above the shoulder, grasping firmly and pushing buttons.
19. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting,

- crouching, kneeling, pushing and reaching below waist.
20. Occasionally lift weights up to 20 lbs.
 21. Constantly lift weights of up to 10 lbs.
 22. Frequently carry weights of up to 10 lbs within a small area.

Coffee Area

- Essential Job Duties

1. Work in the coffee area and observe coffee thermals to determine need for refills.
2. Fill coffee basket with filter and coffee grinds; brew coffee.
3. Carry coffee thermals from brewing area to coffee station as needed.
4. Stock cups, lids, straws, coffee mixers and milk/cream on coffee island.
5. Fill and maintain cappuccino machine.
6. Keep entire coffee area clean.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above the shoulder, and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: bending, stooping, squatting, pushing coffee cart.
9. Perform the following physical behaviors occasionally during their shift: climbing step ladder in stock.
10. Frequently lift up to 18 lbs
23. Occasionally carry up to 20 lbs., 30-40 feet.
24. Frequently carry minimum weights.
25. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

- Other Job Duties

1. Retrieve cardboard boxes of coffee bags from stock room and carries to coffee station.
2. Use sharp appliance to open seal on taped cardboard boxes.
3. Use cutter to rip open coffee bags.
4. Take out trash.

Work Oven Station

- Essential Job Duties

1. Refill all food station items, including cheeses, meats, bagels, muffins, etc.
2. Assemble food product and place items on a tray.
3. Place food product in a pre-heated oven; remove food product when finished and build to completion.
4. Place food product in appropriate container and bring completed product to register station under warmers.
5. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
6. Keep work oven area stocked by moving product from freezer and/or cold box to the work station.
7. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, reaching above shoulder and grasping firmly.
8. Perform the following physical behaviors frequently during their shift: pushing buttons.
9. Perform the following physical behaviors occasionally during their shift: bending, stooping, squatting, climbing and balancing on step ladder and reaching below the waist.

10. Constantly lift weights up to 10 lbs.
11. Frequently lift weights of up to 12.5 lbs.
12. Frequently carry weights of up to 12.5 lbs within a 40 ft distance.
13. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

- **Other Job Duties**

1. Retrieve boxes of materials from stock room.

Food Service

- **Essential Job Duties**

1. Follow proper coding procedures. Check expiration codes and inspect all items once during shift. Pull expired items, document and discard.
2. Inspect all food items in deli to ensure the proper temperature and freshness. Maintain the quality of all food items.
3. Adhere to all Wawa safety standards.
4. Check computer for orders and begin filling by making food according to customer specifications and requests.
5. Wrap and ladle food orders. Hand orders to customers for purchase at register.
6. Work with a variety of kitchen utensils and equipment including knives, slicer, ovens, steam tables, etc.
7. Retrieve perishable items from refrigerator/freezer for replenishment and stocking.
8. Slice lunch meat and cheese using deli slicer.
9. Perform general housekeeping, including dish washing and sweeping, etc.
10. Perform the following physical behaviors continuously throughout their shift: walking, standing, handling, reaching horizontally, grasping firmly and pushing buttons.
11. Perform the following physical behaviors frequently during their shift: bending stooping, squatting, pulling drawers and reaching below the waist.
12. Perform the following physical behaviors occasionally during their shift: climbing and balancing on step ladder, crouching, kneeling, pushing and reaching above the shoulder
13. Occasionally lift weights up to 35 lbs.
14. Continuously lift weights of up to 10 lbs.
15. Occasionally carry weights of up to 35 lbs within a 40 ft distance.
16. Work safely with equipment that can create and hold very high temperatures using appropriate personal protective equipment.

- **Other Job Duties**

1. Retrieve items from back stock room, carrying out to main floor.
2. Clean spills.

Additional Essential Job Duties

1. Complete indoor housekeeping functions including cleaning, dusting, mopping and emptying trash in all areas of the store. Work with a variety of cleaning supplies and chemicals. Some housekeeping functions will require the use of a ladder.
2. Complete outdoor housekeeping functions including cleaning, power washing, sweeping, picking up and emptying trash, and keeping sidewalks/parking lot safe. Work with a variety of cleaning supplies

- and chemicals, salt, spill absorbents, etc.
3. Stock shelves with products and supplies to ensure in stock conditions at all times including dry storage, deli area, refrigerated/freezer items and grocery items.
 4. Work in cold box and/or freezer for extended periods of time in temperatures around or below freezing. Stack, lift, move, and empty filled crates. Use a ladder when stocking higher shelves.
 5. Check expiration codes and inspect all items once during shift. Properly rotate product, pull expired items, document and discard.
 6. Use a handheld device to record and use inventory. Include checking in external and internal vendors according to corporate procedures.
 7. Responsible for taking out trash. Operate trash and/or cardboard compactor.
 8. Stocking and cleaning the beverage area.
 9. Must be able to adapt to abrupt temperature changes when moving from one environment to another.
 10. Follow all Wawa safety and security initiatives.
 11. Follow all company policies and procedures as outlined in Wawa's Policy Manual, training materials and other publications.
 12. Provide a pleasant shopping experience for all customers and respond to customer requests in a timely fashion.
 13. Communicate with store manager regarding customer requests and vendor-related concerns.
 14. Must be able to perform other duties as assigned by store management.
 15. Lead by example by acting safely at all times and prevent others around you from acting in an unsafe manner.
 16. Use appropriate personal protective equipment as required.
 17. Follow all current safety standards.
 18. Ensure safe working conditions by maintaining a clean, organized store in accordance to standards.

Other Job Duties for all Fuel Stores outside of NJ

1. Perform a daily check by manually inspecting of nozzles, hoses, vapor recovery, spill bucket and other components in the fuel court to ensure safe working conditions. Log information.
2. Perform a weekly test of pumps to ensure proper fuel flow. Pump gas into a container and use a stop watch simultaneously to calculate the speed of flow.
3. Perform a weekly check of the hazardous waste drum to ensure proper conditions. Place phone call for replacement of hazardous waste drum as needed. Log information.
4. Wipe down the fuel area (pumps, trash, valets) with cleaning chemicals. Restock all fuel area supplies and products.
5. Replace receipt paper and ensure that credit card payment area has not been tampered with. Log the credit card check daily via computer.
6. Inspect and wipe down the air pump with cleaning chemicals.
7. Maintain the Fuel and Hazmat closet.
8. Clear oil and gas spills in accordance with all safety standards. Properly dispose of hazardous material and document clean up in gasoline compliance binder when applicable.

Requirements:

- Proven and consistently demonstrated skills in the following:
- Exceptional Customer Service
- Relationship Building
- Effective Communication
- Ability to lift up to 50 pounds

- Must be at least 16 years old to be considered for this position
- Reliable transportation
- Experience, skills and abilities consistent with the Wawa core values:
 - Value People
 - Delight Customers
 - Do Things Right
 - Do the Right Thing
 - Embrace Change
 - Passion for Winning

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. These statements are not an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.