



Job Description

Position:	Station Attendant	Department:	Energy
Reports To:	Station Manager	FLSA Status:	Non-Exempt

Position Summary

Provides the highest degree of service to all customers, ensuring courtesy, honesty and accuracy at all times, while following all pertinent laws and procedures. Greets and serves guests, takes phone orders, dispatches fuel trucks, schedules appointments, processes register transactions, and handles or processes light paperwork. Exceptional customer service is a major component of this position.

Essential Functions/Responsibilities

- Assists customers in a friendly and courteous manner, including greeting all inside and outside customers; answering phone calls to process product orders and schedule appointments; providing information on products and their location; using suggestive selling techniques; accurately ringing up purchases, accepting payment, and giving change; dispatching fuel trucks; and providing any additional courtesy services within reason.
- Assists in maintaining the Company image inside and outside the building by completing all assigned housekeeping duties, including stocking, facing, cleaning, and ensuring that the Company standards are met at all times. Checks in, prices, and stocks merchandise as assigned. Contributes to company image by following the company personal appearance and uniform policy.
- Complies with all procedures for handling, controlling and accounting for company monies, merchandise, and gasoline during the assigned shift. Displays the highest degree of integrity while working for the Company, and when dealing with the general public. Complies with all security procedures and accurately handles all monies received according to Company procedures.
- Adheres to all laws, regulations, and policies that affect the Company's operations. Ensures that all safety precautions and procedures are complied with while on duty. Understands and adheres to all quality standards and procedures.

Non-Essential Functions/Responsibilities

- Performs other duties and responsibilities as requested by authorized personnel

Qualifications

Education/Training Requirements

- High school diploma or GED equivalent required

Experience Requirements

- One-year customer service experience desired

Licensing Requirements

- None

Skills/Abilities Requirements

- Ability to learn company point-of-sale and accounting software
- Strong computer and numeric aptitude
- Excellent customer relations skills
- Effective written and verbal communication skills
- Motivated self-starter that is willing to work as part of a team
- Mechanical aptitude is helpful in this role

Physical Demands

Stationary Position	Must be able to maintain a stationary position for 2-4 hours while processing customer transactions on the cash register.
Operate	Frequently operates a cash register, credit card machine, and lottery machine.
Move	The person in this position needs to frequently move for about 8-10 hours per day around the station to stock shelves and clean.
Transport	Frequently moves merchandise ranging from 10 - 50 pounds from a cart or the floor to the shelf.
Reach	Able to reach over head occasionally to place and remove merchandise on top shelves.
Positions self	Able to bend, kneel and squat frequently to position oneself to clean shelves, mop floors, and stock merchandise.
Ascend/Descend	Able to climb an extension ladder occasionally to hang posters and stock merchandise.
Communicate	This position frequently communicates with customers in the process of purchasing merchandise or answer questions. Must be able to exchange accurate information in these situations.
Exposed to	Occasionally works in outdoors environments subject to natural climate changes. May be exposed to petroleum and other automotive products.

Acknowledgement

I have read and understand the job description for my position. I am able to perform all the essential functions for this position. I understand that management has the right to assign or reassign duties and responsibilities to this job at any time.

I agree to comply with the company handbook and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor. I will strive to uphold the mission and vision of the organization.

Employee Signature

Date

Employee Name (Printed)