



## **Job Description**

<b>Position:</b>	<b>Team Lead</b>	<b>Department:</b>	<b>C-Store</b>
<b>Reports To:</b>	<b>Store Manager</b>	<b>FLSA Status:</b>	<b>Non-Exempt</b>

### **Position Summary**

Team Leads are trained to perform all of the duties performed by the Team Members, with additional responsibility for directing the daily operations of the location in the Store Manager or Assistant Manager's absence. This position ensures compliance with company standards in all areas of operation including customer relations, food service maintenance and team management.

### **Essential Functions/Responsibilities**

- Excels in performing all Team Member tasks; maintains fast accurate service, ensures an excellent customer experience and makes sure all operations are consistent with company standards
- Leads Team Members and directs all daily operations in the absence of both the Store Manager and Assistant Manager including supervising and training employees, opening and closing the store, ensuring all food preparation is complete and managing employee breaks and schedule changes.
- Assists customers with their purchases in a friendly and courteous manner, including greeting all inside and outside customers; providing information on products and their location; using suggestive selling techniques; accurately ringing up purchases, accepting payment, and giving change; 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 wearing the company approved uniform at all times including a name tag throughout the shift.
- Complies with all procedures for handling, controlling and accounting for company monies, merchandise, food & beverage, gasoline, and lottery 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.
- Responsible for maintaining various food service programs, where applicable, including: product handling, operating procedures, quality control assurance, sanitation, merchandising and routine equipment maintenance. Prepares food neatly, accurately and in a timely manner. Checks and restocks items to ensure a sufficient supply throughout the shift. Demonstrates a complete understanding of menu items and explains it to guests accurately. Exhibits a cheerful and helpful manner when dealing with guests.
- Adheres to all laws, regulations, and policies that affect the Company's operations, including alcohol and tobacco sales, lottery sales and redemption, government assistance program usage, sanitation and food handling, gasoline sales, and perishable products. Ensures that all safety precautions and procedures are complied with while on duty. Understands and adheres to all quality standards, formulas and procedures, and proper food handling/food safety requirements.

### **Non-Essential Functions/Responsibilities**

- Performs other duties and responsibilities as requested by authorized personnel

## **Qualifications**

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### **Education/Training Requirements**

- High school diploma or equivalent desired

### **Experience Requirements**

- Retail or food preparation experience required

### **Licensing Requirements**

- None

### **Skills/Abilities Requirements**

- Excellent customer relations skills
- Effective written and verbal communication skills
- Motivated self-starter that is willing to work as part of a team
- Proven ability to lead by example and delegate tasks

### **Physical Demands**

<b>Stationary Position</b>	Must be able to maintain a stationary position for 2-4 hours while processing customer transactions on the cash register.
<b>Operate</b>	Frequently operates a cash register, credit card machine, and lottery machine.
<b>Move</b>	The person in this position needs to frequently move for about 8-10 hours per day around the convenience store to stock shelves and clean.
<b>Transport</b>	Frequently moves merchandise ranging from 10 - 50 pounds from a cart or the floor to the shelf.
<b>Reach</b>	Able to reach over head occasionally to place and remove merchandise on top shelves.
<b>Positions self</b>	Able to bend, kneel and squat frequently to position oneself to clean shelves, mop floors, and stock merchandise.
<b>Ascend/Descend</b>	Able to climb an extension ladder occasionally to hang posters and stock merchandise.
<b>Communicate</b>	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.
<b>Exposed to</b>	Occasionally works in freezer area, outdoors and in heated areas (such as the deli). May be exposed to fryers and ovens.

## **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.

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Employee Signature

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Date

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Employee Name (Printed)