



Job Description

Job Title: Night Supervisor
Department: Store Operations

Location: Field
FLSA: Non-Exempt
Job Last Reviewed: March 2016

Job Summary: The Night Supervisor is responsible for the complete operations of the store when a more senior level manager is not present. This position will be scheduled primarily on 3rd shift to manage tasks that are typically reserved for nighttime shifts, occasionally position will be scheduled on 2nd shift based on business needs. This position will make appropriate recommendations to the store management team regarding any store concern or opportunity. Where applicable, this position will assist the management team with managing the fuel offer.

Principal Duties:

1. Ensure exceptional customer service is being delivered. Respond to and resolve customer inquiries in a courteous and timely manner. Respond to and resolve customer inquiries and solicit customer feedback and input.
2. Ensure execution of established safety, security, quality, and store operations policies and standards. Demonstrate knowledge of and follow Wawa's Crisis Management procedures when necessary.
3. Provide direction, motivation, and coaching for associates during the shift.
4. Recognize associates and celebrate accomplishments.
5. Enforce Wawa's cash handling and accountability processes and perform manager functions on register.
6. Administrate check-in of external and internal vendors according to corporate procedures.
7. Exhibit a working knowledge of store equipment and ensure facility and store conditions meet established standards.

Essential Functions:

1. Ability to work well individually as well as in a team environment
2. Excellent oral and written communication skills
3. Excellent customer service skills
4. Ability to work with little or no supervision
5. Detail oriented and excellent organizational skills
6. Ability to defuse issues using de-escalation and problem solving techniques
7. Proven self-starter with demonstrated ability to make decisions
8. Excellent relationship building and leadership skills
9. Must be able to perform the following physical behaviors repetitively throughout a shift: standing, walking, handling, reaching horizontally and grasping firmly
10. Must be able to perform the following physical behaviors frequently throughout a shift: reaching above the shoulder, reaching below the waist, pushing buttons, bending, stooping, squatting, crouching, kneeling and pushing
11. Must be able to lift and carry up to 35 lbs
12. Ability to learn and utilize the store's technology
13. Must have reliable transportation

[W0010304.1] Preceding job description has been designed to indicate the general nature and level of work performed by associates within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of associates assigned to this job.

14. Must be at least 18 years old to be considered for this role
15. Ability to direct others and prioritize tasks

Basic Qualifications:

1. High School Diploma or GED equivalent
2. Ability to work 35 – 40 hours per week
3. Ability to work primarily third shift with an occasional 2nd shift, weekends and holidays, based on business needs
4. Experience leading, developing and selecting teams preferred
5. Experience effectively implementing change and demonstrated results in execution
6. Leadership experience in a fast-paced retail, food service, or fuel environment preferred
7. Experienced in all areas of store operations, including foodservice
8. Proven and consistently demonstrated skills in the following:
 - Exceptional Customer Service
 - Relationship Building
 - Effective Communication

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