



Job Announcement

1 Full Time

Job Title:	Customer Service Associate	Entity:	Half Sun Plaza
Reports To:	Store Manager	Salary Grade:	\$13.55
FLSA Classification:	Non-Exempt	Closing Date:	6/3/20

Summary:

The Customer Service Associate is a critical position because it interacts with customers on a continual basis and performs a wide variety of duties and responsibilities for his/her assigned store. This position includes essential functions related to customer service, cashiering, food services, and janitorial/image. The incumbent may be assigned to one or more of these four areas, depending on the needs of the store and customer base.

Essential Functions:

- Customer Service:
 - Arrives to assigned work location displaying a positive attitude, wearing company approved uniforms, and ready to provide outstanding customer service.
 - Greets customers, provides assistance and direction, and answers questions using the highest standard of customer service.
 - Provides additional assistance to handicapped, disabled, elderly persons, and/or other persons requiring extra help.
- Cashiering:
 - Verifies cash register balances at the beginning and ending of assigned shift and assumes full responsibility of funds in between.
 - Charges customers for retail items, accepts various forms of payment (cash, card, etc.), and issues proper change.
 - Exchanges cash and coin with coworkers and/or depository safe as needed to replenish cash register funds.
 - Intermittently drops excess funds into depository safe per company policy.
 - Requests and verifies valid and unexpired identifications for credit/debit card transactions and when selling restricted projects, e.g. cigarettes, alcohol, etc.
- Food Services:
 - Receives and verifies orders, stocks products and supplies, and ensures all inventory items are organized and secured.
 - Prepares various food and beverage menu items in accordance with company and food service standards, ensuring recipes are strictly followed with proper portion control.
 - Thoroughly cleans deli case, kitchen, equipment, supplies, utensils, coolers, freezers, storage compartments, and surrounding areas.
 - Responds to customer questions and accommodates orders in a courteous and timely manner; refers complaints and irate customers to shift supervisor or other superior in a calm and professional manner, avoiding/minimizing arguments to the greatest extent possible.
 - Familiarizes, remains current, and consistently adheres to applicable food preparation, handling, cleanliness, and safety standards.

- Janitorial / Store Image:
 - Routinely restocks, fronts, and faces retail items to ensure shelves are adequately stocked and visually appealing to customers.
 - Cleans and organizes the interior of the store, including but not limited to, floors, shelves, counters, windows, coolers, freezers, etc.
 - Cleans bathrooms on a routine basis, ensuring all equipment is working properly and supplies are stocked and readily available.
 - Cleans and maintains the exterior of the store, including but not limited to, collecting trash and other debris, emptying trash containers and ashtrays, spraying-off and/or pressure washing sidewalks, parking lots, building exterior, removing oil spots, etc.
 - Thoroughly cleans fuel dispensers and surrounding areas to ensure all surfaces are free of residue and debris.
 - Maintains any amenities that may be available at the store, e.g. window washers, towel dispensers, air compressors, etc.
 - Performs other related duties and responsibilities as assigned.

Education, Experience, Knowledge, Skills, and Abilities (Minimum Qualifications):

- High school diploma or equivalent; however, twenty-four (24) months of cashiering experience in a formal retail environment may be substituted.
- Must pass a basic mathematics skills test.
- Must possess a Food Handler's Card or be able to obtain one within fourteen (14) days of hire.
- Ability to obtain Underground Storage Tank (UST) Class A/B Operator certification within 14 days of hire.
- Ability to provide superior customer service on a consistent basis.
- Ability to work irregular hours, including evenings, nights, weekends, holidays, and overtime as required.
- Ability to establish and maintain effective working relationships with customers, coworkers, superiors, and vendors.
- Ability to work independently and as a member of a team.
- Ability and willingness to travel and/or attend various training sessions, seminars, college courses, etc. for sometimes extended times.
- Must successfully clear a thorough background inquiry, including criminal history, previous employment, and reference verifications.

Physical Demands / Work Environment:

- Manual and finger dexterity as required to perform daily job duties.
- Ability to frequently walk and/or stand for prolonged periods of time.
- Ability to frequently lift and/or move up to 50 pounds.
- Ability to occasionally lift and/or move up to 75 pounds.
- Ability to frequently bend, squat and/or stoop.
- Ability to frequently reach, climb and/or crawl.
- Occasionally works near or around electricity.
- Frequently works near or around moving mechanical parts.
- Occasionally exposed to toxic or caustic chemicals primarily used for cleaning purposes.
- Frequently exposed to a high level of noise in the work environment.
- Occasionally exposed to smoke, fumes, or airborne particles.
- Frequently exposed to outside weather conditions, including wide variations in temperature, wind, and precipitation.

These requirements need to be met to represent knowledge, skill and/or ability to perform job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

DRUG TEST REQUIRED IN ACCORDANCE WITH CTFC POLICY

Submit applications to: CTFC, Attn: HR Box 140, Nespalem, WA 99155, or to n.runningbear@cfuels.biz or call 634-3208 if you require more information.

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