



## Job Announcement

### 1 Full Time

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<b>Job Title:</b>	Shift Supervisor	<b>Entity:</b>	Deep Water
<b>Reports To:</b>	Store Manager	<b>Salary Grade:</b>	<b>\$15.18</b>
<b>FLSA Classification:</b>	Non-Exempt	<b>Closing Date:</b>	<b>06/05/20</b>

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#### Summary:

The Shift Supervisor is a working supervisor position that functions as a Customer Service Representative, and is also responsible for providing guidance and direction to team members of an assigned shift, ensuring they remain on task and complete daily activities in an accurate and timely manner. The Shift Supervisor is also responsible for keeping the Store Manager and/or Assistant Store Manager apprised of any customer, maintenance, or personnel issues that may arise during his/her assigned shift.

#### Essential Functions:

- Supervisory:
  - Provides training and guidance to team members as needed, thoroughly demonstrating and explaining proper policies and procedures where applicable.
  - Assists team members with identifying, troubleshooting, and resolving issues, or escalates issues to superiors when necessary.
  - Ensures that team members remain on task throughout their shift, inspect work, and provides additional direction as needed.
  - Handles customer complaints and issues when the Store Manager and Assistant Store Manager are unavailable, and updates/refers such matters to superiors as needed.
  - Keeps Store Manager and/or Assistant Store Manager apprised of any maintenance or personnel issues, and recommends solutions to superiors for their consideration.
  - May participate in the development of assigned work schedules, and the review of time and attendance for payroll purposes.
  - Provides input to Store Manager and/or Assistant Store Manager for the completion of performance evaluations.
  - May need to cover for absent team members as needed.
- 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):**

- Twenty-four (24) months of continuous and satisfactory experience as a Customer Service Representative with Colville Fuels LLC with proven cashiering experience.
- Must pass an intermediate mathematics skills test.
- Must possess and maintain a valid Food Handler's Card during term of employment.
- Ability to obtain Underground Storage Tank (UST) Class C Operator certification within 14 days of hire.
- Must have good organizational skills with the ability to delegate tasks to staff members.
- Ability to effectively communicate both orally and in writing.
- Ability to maintain STRICT confidentiality.
- Ability to provide training and guidance to other company employees.
- Ability to effectively communicate with customers and staff members and defuse potentially confrontational situations when needed.
- 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.
- 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: Human Resources, Box 140, Nespelem, WA 99155, or to [n.runningbear@cfuels.biz](mailto:n.runningbear@cfuels.biz) or call 509-634-3208 if you require more information.

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