



## JOB DESCRIPTION

Bishop Paiute Tribe  
Bishop, California

**Position:** Gas Station Assistant Store Manager  
**Department:** Yuhubi Nobi Gas Station & Market, Bishop Paiute Gas Station  
**Supervised by:** Gas Station Store Manager  
**Pay Grade:** E2 \$49,091- \$63,819 DOQ  
**FLSA:** Full-Time; Exempt

**Position Summary:** The Assistant Store Manager (ASM) provides direction and oversees the work of others in a leadership capacity. This position will assist customers in purchasing products, develop customer connections, and maintain a positive attitude with every customer. The ASM assists the Store Manager in all operations of the store, and ensures a safe, customer-focused environment. The ASM is responsible for all Store Management responsibilities when the Store Manager is not present.

*This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.*

### Job Duties:

- Assist the Store Manager in directing and supervising the day-to-day retail operations, including but not limited to daily cash reconciliation according to company policy.
- Takes ownership and accountability of the property in the absence of the Store Manager.
- Assist with the preparation of necessary reports and paperwork; assists in daily supervision of staff.
- Help customers purchase products by using product & promotions/pricing knowledge.
- Develop customer connections by understanding a customer's frequent purchases, leading to a one-on-one relationship by learning about the customer.
- Effectively utilize all transactional equipment (cash registers, electronic safe, lottery, fuel, phone card, EBT, and credit card, etc.) to efficiently process customer transactions. Will provide aid/training to staff on this topic when needed.
- Maintain security controls regarding drive-offs, burglary and theft prevention, counterfeit bills, etc., as established by the policy.
- Use, operate, clean, and maintain cleanliness of all food service equipment (coffee, fountain drink machine, frozen beverages, iced tea, ready-made food equipment, microwave, industrial kitchen appliances etc.
- Organize & maintain the store property including, but not limited to restrooms, floors, counter tops, shelving, displays, merchandise, food service equipment/area, parking lot, fuel pumps.
- Properly stock the walk-in cooler and freezer and train others on cleaning/organizing as needed.
- Perform inventory duties, including the following: vendor check-ins, product pricing, and check/place codes on products.
- Complete all required orientation training and on-going training as well as attend job-related mandatory meetings.
- Keep all secured area doors locked and armed, ensure all doors are properly secured during closing.
- Ensure all staff follow all Tribal, state, and federal laws and regulations.

- Verify that all customers purchasing age restricted products meet the allowable criteria for purchases (example: alcohol and tobacco sales).
- Provide operational answers and information to staff, especially regarding questions about company Policies and Procedures.
- Will develop trainings for staff on all aspects of gas station operations relevant to their assigned duties.
- Document all information pertaining to incidents on appropriate forms.
- Inform the Gas Station Store Manager immediately of any issues or concerns that might affect the store's customer service, safety record, profitability, or adherence to Tribal Policies and Procedures or applicable Tribal, state, and federal laws and regulations.
- Keep all company and store information strictly confidential.
- At the direction of the Gas Station Manager the ASM will supervise staff when needed. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

### **Education and Experience:**

- High School Diploma, or GED is required.
- Basic accounting experience preferred.
- Minimum of two years convenience store/gas station experience preferred and/or four years other retail experience.
- Supervisory experience preferred.
- Experience operating a cash register, computer console, and other retail related equipment and tools.
- Knowledge and application of proper sanitation and safety requirements associated with food storage and serving.

### **Other Requirements:**

- Must have and maintain a valid California Driver's license and be insurable under the Tribe's existing automobile insurance policy.
- Must have the ability to work with people from diverse cultures, ethnic and socio-economic backgrounds and possess a basic knowledge of Native American communities and always maintain cultural sensitivity.
- Must have a valid IHS Basic Food Handlers Training certificate or must be able to obtain one within 6 months following employment.
- Must have a valid IHS Managers Food Handlers Training certificate or must be able to obtain one within 1 year following employment.
- Must comply with the Bishop Paiute Tribe's organizational policies.

### **Indian Preference:**

Native American preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 and the Indian Self-Determination and Education Assistance Act (24USC450 ET SEQ), 25FR271.44 and other relevant laws.

### **Competencies:**

To perform the job successfully, an individual should demonstrate the following competencies to perform the essential functions of this position.

- *Job Knowledge* - Knowledge of convenience store operations and inventory; applicable federal, state, county and local laws, regulations, and requirements.

- *Decision Making* – the individual identifies and resolves problems in a timely manner. Gathers and analyzes information skillfully when making decisions.
- *Interpersonal Skills* - the individual maintains confidentiality, remains open to others' ideas, and exhibits willingness to try new things; ability to interact and maintain good working relationships with individuals of varying cultural and social backgrounds.
- *Analytical Skills* - Ability to analyze operational and financial information and draw logical conclusions; compare and interpret facts and figures.
- *Communication* – Ability to communicate clearly both verbally and in-writing; ability to write clear and concise reports, memoranda, directives, and letters.
- *Customer Oriented* – the individual delivers excellent service to both internal and external customers in a friendly and courteous manner.
- *Time Management* – the individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- *Detail Oriented* – the individual demonstrates accuracy and thoroughness to ensure quality.
- *Adaptability* – the individual adapts to changes in the work environment, manages competing demands, and can deal with frequent change, delays, or unexpected events.
- *Reliability* – the individual is consistently at work and on time, follows instructions, responds to management direction.
- *Organized* – the individual keeps clean and organized workspace and projects.
- *Motivated* – the individual is self-motivated and inspires others to get the job done effectively and follow through on tasks.
- *Technology Skills* – Operates various word-processing, spreadsheets, and database software programs in a Windows environment.
- *Safety Oriented*– aware of surroundings to maintain a safe work environment for community members and co-workers.

**Physical Demands/Work Environment:**

While performing the duties of this job, the employee regularly is required to sit; lift; stoop, kneel, crouch or crawl; The employee may be required to occasionally stand for long periods of time. Clarity of vision at short distance is required. Work is generally performed in an office setting with occasional outdoor work and moderate to excessive noise level. Work involves exposure to hazardous materials, infectious disease, dust, fumes or allergens, high risk or potentially dangerous situations, and interactions with disgruntled customers. Work occasionally requires the use of protective clothing, equipment, devices, or materials. Evening and/or weekend work are required. Tight time constraints and multiple demands are common. Travel may require for training, meetings, conferences, presentations, and other events.

**Signatures**

This job description has been approved by all levels of management:

*Manager:* \_\_\_\_\_

*HR:* \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

*Employee:* \_\_\_\_\_ *Date:* \_\_\_\_\_