



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Gas Station Assistant Store Manager
Department: Yuhubi Nobi Gas Station & Market (BPDC)
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. The ASM position requires a high level of initiative, communication skills, organizational skills, customer service skills, and the ability to project a positive image of Yuhubi Nobi. Must be able to work weekends, holidays, and evenings opposite of Gas Station Store Manager's schedule.

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

Essential Job Functions:

- 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 & 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.
- Reports to work as scheduled; and will adhere to the approved Dress Code Policy.
- Always uphold professional conduct; consistently keep a positive attitude and demeanor.
- Meet, greet, and thank customers in a friendly and timely manner, providing the best customer service and will handle all customer complaints quickly and tactfully.
- 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. Aid/train customer service associates on this topic when needed.
- Adhere to the Company Loss Prevention Policy (proper cash handling procedures, etc.)
- 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, hot dog grill, microwave, etc.). Aid/train customer service associates on this topic when needed.

- Organize & maintain the store property including, but not limited to: restrooms, floors, counter tops, shelving, displays, merchandise, food service equipment/area, parking lot, pumps. Aid/train Attendants/Cashiers on this topic when needed.
- Properly stock the walk-in cooler and freezer and train others on cleaning/organizing as needed.
- Perform inventory duties, including following vendor check-in process, correct product pricing policies, and check/place codes on products according to policy.
- Complete all required orientation training and on-going training as well as attend job-related mandatory meetings.
- Keep all secured area doors locked, ensure all doors are properly secured during closing, and the alarm is properly engaged.
- Ensure all Attendants/ Cashiers is acting in accordance with all local, 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). Aid/train customer service associates on this topic when needed.
- Provide operational answers and information to Attendants/ Cashiers, especially regarding questions about company Policies and Procedures.
- Document all information pertaining to incidents on appropriate company-approved forms.
- Inform Store Manager immediately of any issues or concerns that might affect the store's customer service, safety record, profitability, or adherence to Company's Policies and Procedures.
- Keep all company and store information strictly confidential.
- Perform all regular duties with minimal direction and/or periodic supervision and perform additional duties as assigned.

Supervisory Responsibilities:

- Supervises the staff in the gas station and deli, carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Increases staff effectiveness by orienting, training, coaching, counseling, and disciplining Gas Station Attendant, and Deli Manager; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising performance, and job results; developing a climate for offering information and opinions; addressing complaints and resolving problems; integrating functional objectives; providing and participating in educational opportunities.

Education and Experience:

- High School Diploma, or GED is required.
- Basic knowledge of accounting principles required.
- Minimum of two years convenience store/gas station experience preferred and/or four years other retail experience.
- Supervisory experience preferred.
- Ability to communicate effectively, both in written and oral forms.
- Strong capability to understand, follow, and give oral and written instructions.
- Demonstrate experience operating a cash register, computer console, and other related equipment and tools.
- Knowledge and application of proper sanitation and safety requirements associated with food storage and serving.

Other Requirements:

- Knowledge of the unique sovereign status of Indian Tribes and respect for Paiute culture.
- 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 and maintain a valid California Driver's license and be insurable under the Tribe's existing automobile insurance policy.
- Must comply with the Bishop Paiute Tribe's organizational policies.

Indian Preference:

Native American Indian preference shall apply pursuant to the Bishop Tribal Employment Rights Ordinance No. 1992-01 (as amended on June 28, 2012) and the Indian Self-Determination and Education Assistance Act (24 U.S.C. 450, et seq.), 25 CFR 271.44 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.

Work Environment/Physical Demands:

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 be required for training, meetings, conferences, presentations, and other events. 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.

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:* _____