**CSR Job Description**

**Essential Duties & Responsibilities:**

**Provide Customer Service**• Greet customers with a friendly smile and provide them with prompt, courteous service; offer extra assistance and handle any customer comments, complaints, or suggestions as instructed by management.   
• Develop and maintain customer relationships by recognizing your regular customers as well as newcomers, learning their names, and remembering their favorite items.   
• Execute the 5-step transaction process with each customer: Greeting, quick transaction, suggestive sell, correct change, thank you and proper closing.   
• Be knowledgeable at all times about, sale items, and store promotions.

**Developing Talent**• Work to achieve maximum productivity daily.   
• Assist other employees with questions and proper procedure as necessary.   
• Train new Associates on store procedures as needed.   
• Delegate shift-related tasks as necessary.

**Store Tasks & Responsibilities**

• Complete specific tasks as assigned by the Store Owner/Manager.   
• Observe shift operating hours at all times and follow the work schedule as posted, unless a change in schedule is arranged with the Store Manager.   
• Accept responsibility for controlling the inventory and company assets on the shift.   
• Protect company assets at all times by following control policies.   
• Perform loss prevention activities by observing suspicious conduct by customers, vendors, or other associates and act upon it according to company policy.   
• Price, stock, and rotate products, as well as check code dates.   
• Refuse to sell alcoholic beverages to customers during restricted hours or to those who are intoxicated or under age. Follow guidelines in the sale of tobacco products to underage customers.  
• Perform inventory counts on departments assigned by Manager.   
• Follow company procedures when working with vendors including checking in orders and verifying quantities.   
• Complete the daily shift checkout and paperwork.   
• Maintain store cleanliness standards, including inside and outside.

• Clean and restock store restrooms supplies, as needed.  
• Assist in ensuring all store equipment is functioning properly and is receiving proper preventative maintenance checks.   
• Follow proper safety techniques/guidelines and encourage others to do the same.

**Technical Expertise**   
• Monitor (and stick – when required) fuel tanks include measuring for water.   
• Clean fuel dispensers as required.   
• Oversee emergency procedures for fuel dispensers as required.

**Communication**• Advise Store Manager of any personnel situations or policy violations having an adverse effect on store operation.  
• Report all accidents, maintenance issues, and customer incidents to Store Owner/Manager immediately and complete proper paperwork.   
• Communicate career opportunities and recruit potential store personnel.

• Communicate as instructed, when unable to work scheduled shift.

**Qualifications**•To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, ability, and/or personal characteristics required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**Mathematical Skills:**   
•Must be able to perform basic mathematical calculations at the eighth grade level.

**Language Skills:**•Must be able to speak, read, understand, and write the English language at the eighth grade level.

**Mental Skills:**•Must be able carry out written, oral, or diagrammed instructions.   
•Must be able to resolve job-related problems.   
•Must be able to set priorities for self, as well as others if leading a shift.   
•Must be able to keep things organized.

**Physical Skills & Abilities:**•Must be able to tolerate gasoline fumes and cleaning products.   
•Must be able to enter and work in a cooler at the temperature of 30° or below for up to 35 minutes at a time.   
•Must be able to stretch and reach and able to stand for a minimum of eight hours at a time.   
•Must be able to lift and stock cases of beverages and petroleum products that can weigh up to 40 lbs.   
•Must be able to handle multiple tasks simultaneously.   
•Must be able to reliably get to and from work.

**Personal Characteristics:**•Must be able to work alone, as well as with others.   
•Must have good personal hygiene.   
•Must be dependable, including reporting for work on time.   
•Must have high levels of integrity/honesty.   
•Must be safety conscious and flexible (able to adapt to change).   
•Must be able to work the days and hours required, based on the demands of business and the store.

***MUST BE OUTGOING WITH A******SENSE OF HUMOR!***

***Disclaimer: The list of Requirements****,* ***Duties, and Responsibilities is not exhaustive but******is merely*** *the* ***most accurate list for the current******job. Management reserves the right to revise the Job Description and to require that other tasks be performed when the circumstances of the******job change (for example: emergencies,******changes in personnel,******workload, or technology developments).***

**Employee’s Signature**

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**Manager’s Signature**

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