



JOB DESCRIPTION

Bishop Paiute Tribe
Bishop, California

Position: Attendant / Cashier
Department: Yuhubi Nobi Gas Station and Market; Bishop Paiute Gas Station
Supervised by: Gas Station Manager or Designee
Pay Grade: NE1 \$16.12 - \$20.96 Hourly (\$33,529.60-\$43,588.48) DOQ
FLSA: Full-Time, Non-Exempt

Position Summary: This position will assist customers in purchasing products, develop customer connections, and maintain a positive attitude with every customer. The Attendant/Cashier assists the Manager in operations of the store, and ensures a safe, customer-focused environment. This position will maintain the fuel pump area and keep a clean facility both inside and outside.

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

Job Duties:

- 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).
- 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.
- Monitor perishable items to ensure quality.
- 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.
- Verify that all customers purchasing age-restricted products meet the allowable criteria for purchases (example: alcohol and tobacco sales).
- Document all information pertaining to incidents on appropriate forms timely.

- Inform the Gas Station Store Manager/ Assistant 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.
- Commits to continued professional development to acquire, hone, maintain, and/or advance the knowledge and skills needed for optimal job performance.

Education and Experience:

- High School Diploma or GED certificate preferred.
- Cash handling and customer service experience.
- Must be 18 years old or older.
- Experience operating a cash register, computer console, and other retail related equipment and tools is preferred.
- Knowledge of proper sanitation and safety requirements associated with food storage and serving is preferred.

Other Requirements:

- Must have a valid IHS Basic Food Handlers Training certificate or must be able to obtain one within 6 months following employment.
- CPR, First Aid, and AED Certification within first 60 days of employment.
- Must complete ABC training within first 30 days of employment.
- 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 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.
- *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 be required 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:* _____

