



GILA RIVER BUSINESS ENTERPRISES

Customer Service Representative

LOCATION:	Gila River Business Enterprise
COMPENSATION:	\$12.00 per hour, DOE
HOURS OF WORK:	Part-time or Full-time, depending on need of the store
FLSA STATUS:	Non-Exempt
SUPERVISORY:	No
REPORTS TO:	Store Manager

POSITION SUMMARY:

This position provides top quality, fast and friendly customer service; operates registers to scan, itemize and total customer purchases; accounts for all cash and inventories during shift; cleans service areas and stocks merchandise in accordance with the company policies, procedures and standards.

JOB DUTIES & RESPONSIBILITIES:

- **Customer Satisfaction:** Provides excellent customer service in a courteous, friendly and attentive manner to ensure the customer has a pleasant shopping experience.
 - Greets customers on entering the store and thanks customers as they leave.
 - Gives assistance and offers suggestions or recommendations to the customer.
 - Reports to work on time and follows the dress and appearance code.
 - Ability to deal with customers, unanticipated problems or events using standard procedures.
- **Store Condition:** Maintains good overall store and property conditions by cleaning and performing a variety of general housekeeping duties such as:
 - Sweeping and mopping or cleaning floors and driveways.
 - Dusting and/or washing windows, counters, displays, food service areas and bathrooms.
 - Picking up and disposing of trash, litter or debris in store, parking lot and/or surrounding grounds.
 - Cleaning and checking equipment including coffee machine, refrigeration units, gas pumps, telephones.
 - Notifying the Store Manager of any equipment failure or maintenance/supply need.
- **Merchandising:** Stocks, fronts, rotates and/or culls store coolers, shelves, counters and food service areas displays to ensure freshness, appeal and easy customer access.
 - Prepares food items according to menus and recipes; maintains proper weights, holding times and temperatures; practices safe food handling procedures.
 - Places advertising and pricing signage inside or outside the facility including marquees, ceilings, walls, windows and pump toppers. Makes price changes on merchandise in accordance with Company price book or promotional planner.
 - May monitor gasoline competition and reports findings to Store Manager.



**WILD HORSE PASS
DEVELOPMENT AUTHORITY**

GILA RIVER BUSINESS ENTERPRISES

- **Sales Controls:** Completes all sales in accordance with government regulations and Company standards by:
 - Verifying customer eligibility to purchase age-restricted products and refusing to sell these products when appropriate. Age-restricted products include alcoholic beverages, tobacco products, etc.
 - Entering all transactions at the time of purchase at the correct price by scanning or using the correct keys/codes, placing all payments collected in the register and making correct change.
 - Using appropriate equipment for specialty product sales such as money orders, credit cards, checks processing.
- **Financial Controls:** Keeps accurate cash, sales and inventory control records and accounts for variances:
 - Follows vendor check-in procedures and accounts for merchandise received during vendor deliveries.
 - Notifies the Store Manager of any sales, cash or operating discrepancy.
 - Follows Company guidelines for taking items for store use (such as cleaning supplies) or for product breakage or spoilage.
- **Internal/External Controls:** Follows all government laws, health and safety codes, food brand inspection standards, and the Company policies, procedures and standards that apply to the conduct of business. Seeks guidance from Store Manager and/or appropriate management areas about legal questions or obligations.
- **Security Controls:** Reports all incidents including but not limited to employee or customer injuries, gas drive-offs, theft, property damage, chemical release or improper waste disposal to the Store Manager. Reports any situation in which unsafe, unlawful or unethical conduct is or might be occurring.
- **Administrative Controls:** Takes inventory (or readings) of stock to identify items to be reordered or replenished. Keeps an accurate record of all shift and timekeeping paperwork.

KEY QUALIFICATIONS - EDUCATION & WORK EXPERIENCE:

- Prefer a candidate with a high school diploma or equivalent (GED).
- 6 months of experience working in a customer service oriented position.
- Must possess a valid AZ driver's license.
- A satisfactory result obtained through a test for illegal drugs is a requirement of employment.
- Must acknowledge and agree to maintain a drug-free work place as a condition of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- Possess strong customer service and professional etiquette skills.
- Reading, writing, basic math and verbal communication skills required.
- Ability to multitask, be a self-starter, and complete tasks in a timely manner.
- Ability to establish and maintain effective working relationships.
- Possess strong interpersonal and communication skills.
- Computer skills in the use of POS equipment.

COMPUTER SKILLS:

POS equipment.



**WILD HORSE PASS
DEVELOPMENT AUTHORITY**

GILA RIVER BUSINESS ENTERPRISES

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations, to customers, clients, and other employees of the organization.

MATH SKILLS:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, quickly and correctly. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret variety of instructions in all formats and deal with both abstract and concrete variables.

WORKING CONDITIONS:

Work is generally performed in a retail/store setting. This employee has direct and frequent contact with customers. Evening, holiday and/or weekend work are required. Extended hours and irregular shifts may be required.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to stand for an entire shift/extended period of time; walk; use hands and fingers to handle, and feel; reach with hands and arms; and talk and hear. The employee occasionally is required to sit; and bend, stoop, lift, shake, stir, pour, carry, push, kneel, crouch, or crawl. The employee must regularly lift and/or move 25 pounds, and occasionally lift and/or move up to 50 pounds.

Preference in filling vacancies is given to qualified Indian candidates in accordance with the Indian Preference Act (Title 25, US Code, Section 472 and 473). Preference is given to qualified members of the Gila River Indian Community.

The Gila River Indian Community is also committed to achieving the full and equal opportunity without discrimination because of Race, Religion, Color, Sex, National Origin, Politics, Marital Status, Physical Handicap, Age or Sexual Orientation. In other than the above, the Gila River Indian Community is an Equal Opportunity Employer.



**WILD HORSE PASS
DEVELOPMENT AUTHORITY**

GILA RIVER BUSINESS ENTERPRISES

Questions – Contact:

Human Resources

Email: Careers@wildhorsepass.com

Submit Resume and Cover Letter to:

Human Resources

5350 North 48th Street, Suite 310

Chandler, Arizona 85226

Position Posting Closes:

When filled

Employee Acknowledgment:

Sign: _____

Print: _____