



**WILD HORSE PASS
DEVELOPMENT AUTHORITY**

GILA RIVER BUSINESS ENTERPRISES

Convenience Store / Gas Station Supervisor

LOCATION:	Gila River Business Enterprises
COMPENSATION:	\$13.00 per hour, DOE
HOURS OF WORK:	40 hours per week, full-time
FLSA STATUS:	Non-Exempt
SUPERVISORY:	Yes
REPORTS TO:	Store Manager

POSITION SUMMARY:

This position assists the Store Manager with daily store activities and oversees the store operation in the absence of the Store Manager. The Supervisor provides top quality service and assistance to customers; coaches store employees and works with the Store Manager to maintain a safe, cost-effective and profitable store.

JOB DUTIES & RESPONSIBILITIES:

- **Customer Satisfaction:** Provides and coaches store employees to provide 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.
 - Resolves or assists to resolve routine customer concerns within established guidelines.
 - Reports to work on time and follows the dress and appearance code.
- **Store Condition:** Assists the team in maintaining an awareness of overall store and property conditions; notifies the Store Manager of any equipment failure or maintenance/supply needs; and performs or directs store employees to perform a variety of general housekeeping duties including:
 - 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/checking equipment including coffee machines, refrigeration units, gas pumps, telephones and other machines, tools and work aids used.
- **Merchandising:** Monitors and ensures that store product areas (including gasoline, merchandise and food service) are stocked, rotated and displayed to ensure freshness, appeal and easy customer access.
 - Prepares or assists in preparing merchandise orders.
 - Prepares and ensures food items are prepared according to menus and recipes with proper weights, holding times and temperatures; practices and ensures safe food handling procedures are followed.
 - Uses (and coaches store employees to use) suggestive selling and other techniques to maximize sales.
- **Sales Controls:** Ensures all shift sales are completed in accordance with government regulations and Company policies and procedures by performing and coaching store employees to perform:
 - Verifications of customer eligibility to purchase age-restricted products. Age-restricted products include (tobacco products)
 - Proper register transaction procedures and appropriate use equipment for specialty product sales such as money orders, credit cards, EBT, gift cards, phone cards, coupons, and refunds.



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- **Financial Controls:** Keeps accurate cash, sales, food cost, payroll and inventory control records and accounts for variances.
 - Assists with or completes all appropriate daily paperwork required to perform the banking function and daily deposit as directed by the Store Manager; ensures currency drops are made appropriately.
 - Follows vendor check-in procedures and accounts for quality and quantity of merchandise received during vendor deliveries.
 - Notifies the Store manager of any sales, cash, inventory or operating discrepancy.
 - Follows Company guidelines for taking items for store use (such as cleaning supplies) or for product breakage or spoilage.
- **Staffing Controls:** Oversees the activities of store employees as directed by the Store Manager.
 - Helps coach and train new employees to carry out their duties in accordance with Company operating, conduct and performance standards.
 - Assists with scheduling and assigning duties to store employees.
 - Assists with counseling of employees; provides feedback to help employees improve performance and gives input on performance reviews.
- **Internal/External Controls:** Follows and ensures store employees follow 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 company management on appropriate about legal questions or obligations.
- **Security Controls:** Assists management in maintaining a safe environment for employees and customers and protecting Company assets such as information, cash, merchandise, gasoline, equipment and property.
 - Reports all incidents and equipment malfunctions (employee or customer injury, gas drive-off, theft, property damage, chemical release, improper waste disposal, etc.) to the Store Manager.
 - Reports any situation in which unsafe, unlawful or unethical conduct is or might be occurring.
- **Administrative Controls:** Assists in the preparation of periodic sales, merchandise or operating reports as directed by the management.
 - Takes inventory (or readings) of stock to identify items to be reordered or replenished; monitors environmental readings.
 - Performs duties associated with shift change such as counting the cash drawer and completing end of shift/shift change reports.
 - Reviews and verifies employee paperwork and timekeeping records to ensure accuracy and completeness.

KEY QUALIFICATIONS – EDUCATION & WORK EXPERIENCE:

- High school diploma or equivalent (GED).
- 1 year of previous work experience in retail, convenience store environment.
- 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.
- Ability to communicate information and ideas in a clear and understandable manner.
- Ability to deal with customers, unanticipated problems or events using standard procedures.
- Reading, writing, basic math and verbal communication skills required.
- Ability to multitask, be a self-starter, and complete tasks in a timely manner.



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- Ability to establish and maintain effective working relationships with co-workers.
- Possess strong interpersonal and communication skills.
- Computer skills in the use of POS equipment.
- Ability to accurately operate a variety of electronic equipment that may include cash registers or scanners; gas consoles; credit card, money order or lottery machines; car washes; hot or cold or beverage dispensers, hot dog cookers and microwave ovens.

COMPUTER SKILLS:

POS equipment, Microsoft Suite, Microsoft Outlook

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. 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. Tasks are performed in all areas inside and outside of the store and can include exposure to extreme temperatures (both hot and cold), vapors, fumes, high humidity, and household chemicals for short periods routinely, and for longer periods. The noise level is generally moderate. Work can include long hours on all shifts, week-ends and holidays, on-call availability.

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 20 pounds, and occasionally lift and/or move up to 50 pounds. The employee must be able to occasionally climb and descend ladders.



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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.

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: _____



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