

## TEDA, INC.

### Position Description

**Position Title: Tribal Convenience Center Customer Service Representative**

**Agency:** Tuolumne Economic Development Authority, Inc.

**Supervisor:** Tribal Convenience Center Managers

**Salary Classification:** TTC/TEDA, Inc. Salary Grade 8, Non Exempt, Part Time

**Benefits:** 401k, PTO

**Position Summary:** The Tribal Convenience Center Customer Service Representative will be responsible for assisting with the day-to-day operating activities of the Service Center including the kiosk booth. The Tribal Convenience Center Customer Service Representative will assist with: providing superior customer service to patrons, ordering, stocking; maintaining a clear store image; maximizing profits; managing inventory, cash, and minimizing shortages, also preparing and serving food. The Tribal Convenience Center Customer Service Representative will assist in determining stock needs, must interact positively with vendors and customers, assist with monitoring product received, maintaining inventory and minimizing waste & pilferage as well as maintaining a safe and sanitized food area. The Tribal Convenience Center Customer Service Representative will assist in ensuring that all Convenience Center employees adhere to company policies and procedures.

**Duties and Responsibilities:**

1. Comply with all Convenience Center operating policies & procedures.
2. Assist in maintaining appropriate product inventories.
3. Assist with inventory spot checks as requested by Convenience Store Manager.
4. Assist in stocking and displaying merchandise in attractive, safe and correctly priced manner.
5. Assist with ordering and receiving merchandise from suppliers and insuring all merchandise received is counted and correct on invoice.
6. Promote excellent customer service and resolve customer complaints, to the extent they have the authority to do so, in a timely and professional manner.
7. Provide excellent customer service and adherence to policies and procedures.
8. Maintain a positive work environment and Superior Customer experience.
9. Become familiar with daily paperwork and reports required by policy.
10. Learn all county, state and federal regulations the facility and employees are required to follow, including verifying age with a valid ID for restricted sales i.e. hazmat, safety, tobacco, alcohol, lottery.
11. Monitor cash over/short and inventory shrinkage.
12. Attend safety and operational store meetings, and assist with presentation as needed.
13. Perform regular inspections of property; recommend maintenance of property and equipment as necessary.
14. Learn to perform minor repair or adjustments as needed.
15. Maintain good working relations with all Tribal departments and personnel.
16. Develop the ability to safely perform all duties in the operation.
17. Keep all areas of the facility clean and well maintained.
18. Assist in assuring all assigned clean up duties are completed appropriately by each employee.
19. Successfully open, operate and close Express Bistro Food Bar.
20. Accurately measure and evenly distribute equal amounts of ingredients for prepared foods

21. Ensures all items are prepared to specifications and presented to specifications Perform other duties as assigned.

**Qualifications:**

1. Possess High School Diploma or GED.
2. Prior experience in the retail industry or a high motivation to learn.
3. Ability to professionally write reports and correspondence.
4. Ability to work both collaboratively and independently with great problem solving skills.
5. Must exhibit strong customer service skills, organizational skills and attention to detail.
6. Must maintain the highest level of confidentiality.
7. Must have the ability to coordinate and manage efficiently and effectively while working in a fast-paced, stress-filled environment.
8. Ability to use oral and written language effectively.
9. Have demonstrable knowledge of computer applications, preferred Microsoft Office applications and other standard back office software.
10. Knowledge of operation of general office machines: computer, typewriter, copier, fax machine, hand-held radio (or willing to be trained).
11. Knowledge of food preparation and operating cooking equipment: microwave, oven, hot pans
12. Can read and follow direction on food safety i.e. handling hot and cold foods and maintaining appropriate temperatures
13. Safe Serve Certification preferred

**Physical Requirements:**

This position is deemed a Level 5 and requires walking, standing, and sitting for prolonged periods of time, climbing stairs, ladders, scaffolding, ramps, etc., stooping, kneeling, crouching, balancing, crawling, and reaching; pushing, pulling and lifting up to 70 pounds; raising objects overhead; manual dexterity for operation of computer, phones and hand tools; hearing, talking and good verbal and written communication skills; repetitive motions of the wrists, hands, and fingers; subject to outside environmental conditions of heat and cold; walking on uneven ground; operation of light-weight equipment.

**Indian Preference:**

Preference in filling vacancies shall be given first to qualified Voting Tribal Members and then to Native Americans as provided for in the Indian Self-Determination and Education Assistance Act P.L. 93-638. Documentation for claiming preference must be provided with the application for consideration. Other than the above, TEDA, Inc. and the Tuolumne Me-Wuk Tribe are equal opportunity employers.

**Pre-employment Requirements:**

Employment is contingent upon pre-employment background and drug test results.

Approved: Personnel Committee: 6/14/11  
Revised: 5/20/2011  
Approved by TEDA Board of Directors: 6/9/11  
Revised: 8/2/12