



## **JOB DESCRIPTION**

POSITION: **Convenience Store Representative**

REPORTS TO: **Convenience Store Supervisor**

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### **SUMMARY:**

The Convenience Store Representative (CSR) will be responsible for meeting the day-to-day operating expectations including, but not limited to, providing excellent customer service to guests, maintaining cleanliness and safety of the store. Providing a presentable food area for the preparation and service of products from the Express Bistro Food Kiosk. Must be knowledgeable of the entire resort and surrounding area to provide accurate information to the guests.

### **Essential Responsibilities and Duties:** (Specific areas of responsibility including, but not limited to)

- Comply with all Convenience Store operating policies & procedures.
- Assist with inventory spot checks as requested by management.
- Responsible for stocking and displaying merchandise in attractive, safe and correctly priced manner as directed.
- Promote excellent customer service and resolve customer complaints in a timely and professional manner and report all incidents to management.
- Be able to verify appropriate age with a valid ID for restricted sales (tobacco and alcohol).
- Monitor cash over/short and inventory shrinkage.
- Attend safety and operational store meetings, as requested.
- Keep all areas of the facility clean, safe and well maintained.
- Be able to successfully open, operate and close Express Bistro Food Kiosk when assigned.
- Ensure all items are prepared and presented to specifications.
- Have proper appearance and a clean and neat uniform.
- Perform other duties as assigned.

### **Qualifications:**

- Possess High School Diploma, GED or equivalent.
- Be able to work holidays, evenings and weekends.
- Ability to professionally write reports and correspondence.
- Ability to work with and oversee staff both collaboratively and independently with great problem solving skills.
- Must exhibit strong customer service skills, organizational skills and attention to detail.
- Must maintain the highest level of confidentiality.
- Must be able to work in a fast-paced, stress-filled environment efficiently.
- Must have demonstrable knowledge and be willing to train on cash handling, counting and making change and be able to operate a cash register.
- Have demonstrable knowledge of computer software and Point of Sales (POS) programs.

The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer, TEDA, Inc., owned by the Tuolumne Band of Me-Wuk Indians. As a result of this ownership, preferential hiring will go to Native Americans, enrolled in a federally recognized Tribe.



- Safe Serve Certification required.
- Knowledge of food preparation and operation of cooking equipment (microwave, oven, hot pans).
- Can read and follow all directions of food safety.

**Physical Requirements:**

See Job Safety Analysis for detailed physical requirements of the position.

**Pre-employment Requirements:**

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

**Employee Acknowledgement:**

I have received and reviewed a copy of the Convenience Store Representative job description and understand the requirements and responsibilities of this position.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_