



PUEBLO OF ISLETA
HUMAN RESOURCES DEPARTMENT
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VACANCY ANNOUNCEMENT

POSTING NO: 121-20

OPENING DATE: 07/23/2020

CLOSING DATE: Open Until Filled

POSTED: IN/OUT

POSITION: Sales Associate
PAY GRADE: NE2 (\$12.00/hr.-\$16.20/hr.)
FLSA STATUS: Non-Exempt
POSITION TYPE: Full-Time
FUNDING SOURCE: POI Funded
DEPARTMENT: C-Stores
REPORTS TO: Store Manager
BACKGROUND LEVEL: Public Trust

JOB PURPOSE: The C-Store Sales Associate interacts with and serves customers, handles purchase transactions, and provides superior customer service through the efficient operation of the store.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks which may be found or assigned to this position.

JOB DUTIES:

- Perform transactions and serve customers with their purchases of store items, gasoline and general information.
- Responsible for providing superior Customer Service at all times, in a friendly and efficient manner, per the POICS Customer Service Standards. Willingness to be a Team Player.
- Ensures store is adequately prepped in time to open for business as well as following proper procedures for closing store at the end of each shift.
- Preps high-margin products such as coffee, fountain drinks, and similar items to ensure readiness when store opens and throughout the business day.
- Stocks and maintains shelves, sales area, and grocery items ensuring correct temperatures, refrigeration and frozen food requirements, and in accordance with established sanitary standards.
- Operates Passport electronic cash registers, calculators, and other equipment necessary to perform job duties.

- Maintains all equipment to ensure efficiency.
- Assists with maintaining external appearance of store to ensure that external property is clean and presentable at all times.
- Responsible for maintaining the interior of the store so that all floors, windows, restroom, food preparation areas, shelves, or counters, are clean.
- Follows store policies and law when selling controlled substances including alcohol and tobacco products.
- Prepares shift sales and work-sheet reconciliation including cash shortages in excess of store policy.
- Completes a shift change report at the end of shift as directed by Store Manager.
- Reports to work on time, follows work schedule as posted and scheduled.
- Ensures Store Manager/Assistant Store Manager is made aware of all sales, cash or operating discrepancies and customer related issues.
- Protect all assets of the store and follow loss prevention guidelines.
- Maintains a clean and well-groomed appearance.
- Performs arithmetic calculations in order to make change, complete reports and account for numbers of a variety of products during vendor check-in.
- Must be available to work various shifts including evenings, graveyard, weekends, and holidays. There may be occasions that may require a C-Store Sales Associate to be assigned to perform duties at the Travel Center and vice-versa.
- Other duties as assigned.

SUPERVISION RESPONSIBILITIES: N/A

MINIMUM QUALIFICATIONS/REQUIREMENTS:

- High school diploma or GED required.
- Isleta Tribal Member preferred.
- Must be 21 years of age.
- Must possess a minimum of 1-year, cash handling and customer service experience.
- Basic calculator and computer skills.
- Must be able to obtain Alcohol Distribution License.
- Must be able to pass background check.
- Must be able to comply with the Pueblo of Isleta Drug Free Workplace policies.

KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:

- Ability to work comfortably with the public.
- Ability to communicate well, verbally and in writing.
- Ability to use good basic math skills.
- Familiarity with Passport cash registers preferred.
- Ability to demonstrate superior Customer Service and maintain professional appearance in a well-groomed, friendly, and courteous fashion.
- Ability to work under pressure during peak times in order to serve customers quickly and efficiently.
- Ability to handle adverse situations tactfully and professionally, if encountering an irate customer, both external and internal.
- Ability to follow all companywide policies, both written and verbal.

- Ability to work cooperatively and professionally with other Sales Associates in a team environment.
- Ability to perform lifting of up to at least 50 pounds and ability stand for extended periods of time.
- Ability to work all shifts as scheduled.
- Ability to perform other duties as assigned.

PHYSICAL DEMANDS:

- While performing the duties of this job, the employee is occasionally required to stand for extended periods of time; walk; sit; use hands to handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

- The noise level in the work environment is generally moderate.
- While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.
- The work schedule may be variable (7/24/365) and the employee may occasionally deal with irate or hostile individuals.

PREFERENCE:

Tribal and Native American Indian preference shall apply to all positions at Pueblo of Isleta.