



**PUEBLO OF ISLETA**  
**HUMAN RESOURCES DEPARTMENT**  
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**VACANCY ANNOUNCEMENT**

**\*\*RE-ADVERTISEMENT\*\***

**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.