

Examined, Accepted and Approved by Anne Gauthier on March 1, 2008.

This policy shall remain in full force and effect until cancelled, superseded or revised, in writing by the issuing authority.



- 1.0 SUMMARY:** The primary function of a Sales Associate is to assure that all customer transactions are professionally and efficiently handled.

- 2.0 AUTHORITY AND ACCOUNTABILITY**
 - 2.1 The Sales Associate is selected and appointed by the Store Manager and/or Store Co-Manager(s) and reports to the Store Manager and/or Store Co-Manager(s) of Wash-N-Go Shell, LLC.
 - 2.2 The Sales Associate supervises no personnel but coordinates closely with personnel throughout the organization.

- 3.0 EDUCATION, CERTIFICATION AND SKILLS REQUIREMENTS**
 - 3.1 Education/Experience**
 - 3.1.1 High School Education and 1 year of experience in retail sales; or
 - 3.1.2 Equivalent combination of education and experience.
 - 3.1.3 Prior experience in retail/convenience store industry preferred.
 - 3.2 Licensing/Registration/Certification**
 - 3.2.1 Responsible Vendor Certification required within 45 days of hire;
 - 3.2.2 Food Safety Certification a plus.
 - 3.3 Personal Skills and Abilities**
 - 3.3.1 Ability to establish and maintain effective relationships with management staff, employees, and the general public;
 - 3.3.2 Ability to work varied hours/days as business dictates;
 - 3.3.3 Must be detailed oriented;
 - 3.3.4 Ability to work independently;
 - 3.3.5 Ability to work well under pressure.
 - 3.4 Analytical Skills and Abilities**
 - 3.4.1 Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations;
 - 3.4.2 Ability to apply and adapt practices and techniques to the special requirements of senior management;
 - 3.4.3 Ability to effectively utilize technology to streamline processes and increase efficiency.
 - 3.5 General Management Skills and Abilities**
 - 3.5.1 Ability to organize and manage multiple priorities.
 - 3.6 Technical Skills and Abilities**
 - 3.6.1 Ability to process information/merchandise through system and POS Register system;
 - 3.6.2 Ability to operate and use all equipment necessary to run a store;
 - 3.6.3 Ability to freely access all areas of the store including selling floor, stock area and register area;
 - 3.6.4 Ability to learn and use proprietary software systems and applications.
 - 3.7 Language Skills**
 - 3.7.1 Ability to communicate effectively in English with associates and customers;
 - 3.7.2 Ability to read, count, and write to accurately complete all documentation;
 - 3.7.3 Ability to read and interpret documents such as department manual;

- 3.7.4 Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community;
- 3.7.5 Ability to present facts and recommendations effectively in oral and written form.

4.0 AMERICANS WITH DISABILITIES SPECIFICATIONS

4.1 Physical Demands

- 4.1.1 The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- 4.1.2 While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, 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;
- 4.1.3 The position requires prolonged periods of standing;
- 4.1.4 The employee must occasionally lift and/or move up to 50 pounds;
- 4.1.5 Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

4.2 Work Environment

- 4.2.1 Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- 4.2.2 The employee is exposed to weather conditions prevalent at the time;
- 4.2.3 The temperature range in the indoor work environment is typically 68-82 degrees Fahrenheit, though the employee may occasionally and briefly be exposed to temperatures ranging from -10-100 degrees Fahrenheit;
- 4.2.4 The noise level in the work environment is usually moderate.
- 4.2.5 The employee is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals and vibration.

5.0 DUTIES AND RESPONSIBILITIES

5.1 General

- 5.1.1 Follow all company policies and procedures.
- 5.1.2 Adhere to all safety rules and/or precautions.
- 5.1.3 Strive to reduce possible liability exposures for the company.
- 5.1.4 Ensure that all methods and procedures implemented in the stores meet local, state and federal rules and regulations.
- 5.1.5 Complete special duties/assignments assigned by management.

5.2 Customer Service

- 5.2.1 Greet all customers
- 5.2.2 Assist customers while shopping; be knowledgeable and helpful throughout the store
- 5.2.3 Suggestively sell additional products/services
- 5.2.4 Thank the customer
- 5.2.5 Keep the customer first in all aspects of the job; be courteous and polite at all times
- 5.2.6 Handle customer complaints in a professional manner

5.3 Merchandising and Stocking

- 5.3.1 Be familiar with layout of store and merchandise
- 5.3.2 Keep sales area on counter free of clutter
- 5.3.3 Front shelves during shift; keep merchandise clean, stocked and rotated
- 5.3.4 Maintain fresh coffee
- 5.3.5 Maintain supply of cups, straws, napkins and condiments
- 5.3.6 Keep cigarette racks full (cartons only)
- 5.3.7 Keep all frozen and hot/cold dispensers full

- 5.4 **Store Cleanliness**
 - 5.4.1 Keep all counters, tables and shelves clean
 - 5.4.2 Sweep and mop floors as needed; Keep floor mats clean
 - 5.4.3 Check restrooms periodically during shift & clean as needed
 - 5.4.4 Fill out store cleaning reports
- 5.5 **Safety and Security**
 - 5.5.1 Understand cash control procedures, including safe drops, check cashing policy, and credit card policy
 - 5.5.2 Observe pumps for drive-offs (Call 911)
 - 5.5.3 Properly report all incidents, problems or concerns to management/supervisor
 - 5.5.4 Follow proper vendor receiving policy
 - 5.5.5 Follow all loss-prevention policies at all times
 - 5.5.6 Watch for shoplifters
- 5.6 **Teamwork**
 - 5.6.1 Be honest & dependable
 - 5.6.2 Wear proper uniform and maintain neat appearance and presentation to others
 - 5.6.3 Effectively communicate (in English) verbally and in writing
 - 5.6.4 Maintain a positive, cooperative attitude & assist co-workers as needed.
 - 5.6.5 Operate register and equipment efficiently
 - 5.6.6 Be able to operate all equipment: Phone Card, Money Order, Car Wash, Etc.
 - 5.6.7 Maintain Louisiana Responsible Vendor certification
 - 5.6.8 Complete all job duties
 - 5.6.9 Be willing to do repetitive work
 - 5.6.10 Resolve conflicts in positive, productive manner
 - 5.6.11 Follow proper chain of command

6.0 STANDARDS OF PERFORMANCE

- 6.1 Completes shift duties accurately and efficiently.
- 6.2 Demonstrates consistent, high-quality customer service.
- 6.3 Works well with others.
- 6.4 Maintains clean, well-functioning equipment and economizes on supplies.
- 6.5 Adheres to safety rules and precautions.
- 6.6 Punctual, observes work break/meal period policies and has an acceptable overall attendance record.

7.0 COMMITMENT AND UNDERSTANDING

- 7.1 I have reviewed and understand the above job description and believe it to be accurate.
- 7.2 I understand that the list of job elements, responsibilities, skills, duties, requirements, or conditions is not exhaustive, but is merely the most accurate list of the current job.
- 7.3 I also agree that Wash-N-Go Shell, LLC retains the right to change this job description at any time.

Sales Associate

Date

Supervisor/HR Representative

Date