

NELLA OIL COMPANY JOB DESCRIPTION

JOB TITLE: TEAM MEMBER "CASHIER"

PREPARED BY: Michael Belles

DATE: 2/12/09

APPROVED BY: Michael Belles

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SUMMARY: Provides exceptional service to all guests at a NELLA site. Is responsible for the proper and efficient operation of his or her shift, within Company policy, in such a manner as to ensure that the shift contributes to the increased profitability of the store. This position reports to the Store Manager in charge of the location.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Give all guests prompt and courteous service including greeting and thanking.
- Scans all merchandise presented by the guest (or uses correct SKU or Dept.) using the cash register and gasoline console to show amount due.
- Makes change, processes credit/ATM cards.
- Prepares a pay-point report at the completion of shift in accordance with company guidelines.
- Operates cash register by ringing all purchases into the proper department on the cash register, per company policy.
- Accurately posts markups and markdowns, store use of merchandise, voids, and damaged merchandise, within established guidelines.
- Is knowledgeable of and has the ability to respond to emergency situations as described in Company's IIPP
- Responsible for controlling all inventory while on duty.
- Follows Company policy with regard to excessive cash in the cash register, maintains change coin box and is in balance.
- Stock and front face coolers, drink boxes, store shelves, and displays.
- Properly clean and maintain equipment in the food service area and reports any maintenance issues.
- Checks refrigeration equipment for proper performance a minimum of once per shift.
- Cleans windows, floors, shelving, counters, outside concrete, parking lot, restrooms, and gasoline dispensers to ensure they remain clean at all times.
- Completes a Daily Shift Safety Report prior to beginning a shift.
- Follows correct vendor check-in procedures as defined in the Training Guide.
- Uses Intercom to greet guests on fuel island and provide fuel island service.
- Instructs guests on how to use self-serve equipment.

GENERAL RESPONSIBILITIES:

- Perform specific tasks as assigned by the Store Manager.
- Promote and support Company image standards.
- Presents a neat, clean appearance in uniform as prescribed by the Company.
- Adheres to all city, county, and state regulations including verifying age with a valid I.D. for any age restricted sales.
- Follow the work schedule as posted, unless a change in schedule is arranged with the Store Manager.
- Stay familiar with the Company Price Book, Training Guide, ABC & Safety Manual, Store Personnel Handbook, and bulletins.
- Ensure Store Manager is made aware of all sales, cash, or operating discrepancies.
- Properly uses time clock feature in PDI, signs a timecard verifying all hours worked at the end of the pay period.
- Work in a "SAFE" manner at all times and report all accidents immediately.

2/12/2009

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: High School diploma or general education degree (GED): or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS: Ability to read and comprehend instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to guests and other team members. Ability to communicate in English with guests using the intercom system for instructions and plus selling.

MATHEMATICAL SKILLS: Ability to add and subtract in order to make change, complete pay point reports, and account for numbers of a variety of products during vendor check-in. Ability to perform these operations using units of American money and quantity.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member is regularly required to stand and talk or hear. The team member frequently is required to walk. The team member is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The team member must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member occasionally works in high, precarious places; in outside weather conditions; and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, and risk of electrical shock. The noise level in the work environment is usually moderate.