

Convenience Store Associate

Position Summary: **The Convenience Store Associate serves our customers in a friendly, professional, courteous and efficient manner resulting in satisfied customers and repeat business.** This position performs cashier and/or deli/food preparation responsibilities based upon convenience store location needs and associate age in regards to sales of age restricted products. Position Responsibilities

Customer Service + Promotes a customer-focused environment by providing friendly, courteous and helpful service that provides customers with desired products, services and experiences + Greets customers entering the store and thanks customers for their business after a sale + Gets to know customers on a first name basis + Ensures the store is "customer ready" at all times + Looks for ways to assist the customer and offers carry-out service when appropriate + Communicates respectfully and effectively with customers and listens to their concerns + Answers customer questions and resolves complaints in a timely and efficient manner + Regularly practices suggestive selling by asking customers if they would like to include an additional purchase or recommending a product that might suit the customer

Operations + Prioritizes needs for the day and utilizes lists to ensure all tasks are accomplished + Utilizes a preventative maintenance checklist to aid in preventing equipment failure + Promptly recognizes and remedies equipment failure utilizing in-house repair before contacting an outside vendor + Follows Company A Retail Image Standards; prepares for/passes Company A RED Inspections

Cashier + Ensures cash drawer is accurate and has adequate change at the beginning of a shift + Completes customer purchases by scanning or manually entering the prices of items into the cash register, subtracting any coupons or discounts, totaling the purchase, collecting payment, returning any change owed, issuing a receipt and bagging goods + Requests additional identification as needed for payment by check or charge card + Records all sales promptly and accurately according to company policy + Counts the money in the cash drawer to ensure that it equals sales at end of shift + Separates and totals charge forms, return slips, coupons and other noncash items + Performs merchandise returns and exchanges according to company policy + Completes shift checkout sheet accurately, neatly and timely per company guidelines + Receives product deliveries and ensures accuracy of order and invoice + Minimizes controllable expenses by following company guidelines regarding the handling of spoilage, breakage and items for store use + Eliminates or reduces financial losses due to theft by modeling ethical behaviors + Follows company policies regarding the sale of alcohol, tobacco and lottery tickets + Verifies the age of customers purchasing alcohol or tobacco + Counts cigarette inventory on a daily basis

Deli/Food Preparation + Prepares food and beverages according to health regulations and company standards + Ensures all federal, state, local, company, health and civil code regulations are followed + Operates deli equipment in a safe manner and in compliance with OSHA requirements + Ensures compliance with state, county and local weights and measures laws + Cleans and stocks deli product cases according to procedure and utilizes proper signage + Follows deli recipes when preparing foods; accurately labels food products + Maintains proper inventory levels to ensure the highest level of freshness and quality + Prepares, maintains and tracks deli food according to company guidelines + Maintains warmer and keeps a variety of food available to customers + Receives and fulfills customer orders in person and over the phone + Keeps deli supplies stocked appropriately + Practices loss control methods to minimize or eliminate damaged or spoiled products

Housekeeping + Prices merchandise, stocks shelves and rotates product throughout the store as needed + Maintains a safe working area and keeps walkways clean of slip or trip hazards + Follows company and location safety policies and promptly reports any and all accidents by employees, customers and vendors that occur on company premises + Performs housekeeping activities as needed including: sweeping and mopping floors, cleaning and servicing restrooms, emptying garbage, and dusting and cleaning store + Ensures that shelves and product is well organized, neat and tidy + Maintains and cleans the grounds and parking lot; maintains fueling island supplies including towels, windshield wash buckets and squeegees

Other Duties + Reports to work for scheduled shifts, on-time, appropriately uniformed and ready to work + Clocks in and out on the computer accurately for each shift + Trains and communicates new procedures to coworkers as necessary + Participates in team and all staff meetings + Accepts and offers feedback and suggestions openly and respectfully + Accepts direction willingly and follows through with delegated tasks + Learns and adapts to new tasks or situations quickly and cooperatively + Identifies and makes suggestions for process improvements as necessary + Cooperates and maintains open communication with manager and coworkers +

Promotes Company A by maintaining a positive attitude and professional image + Understands and adheres to Company A Cooperative's mission, vision and values + Establishes performance goals and works to achieve those goals + Abides by policies set forth in the Employee Handbook + Performs any and all related duties as assigned by manager Education and/or Work Experience Requirements High School Diploma or GED; customer service and cooking experience preferred. Required Knowledge and Skills + Effective communication, interpersonal and listening skills + Basic mathematical skills + Ability to read, interpret and follow recipes and instruction manuals + Ability to prioritize tasks and multi-task .

Company B is seeking energetic, outgoing and positive people to make a difference in the communities we serve. Our Guest Service co-workers give the best guest service in clean, state of the art facilities. Requirements: * Great people skills * Enjoy a fast paced work environment * Ability to problem solve challenges and shift priorities quickly * Desire to help others * Maintain a clean and inviting store Company B has rated as a Top Workplace several years running, both nationally and in the states that we operate. We live by our mission, treating others how we would like to be treated and we strive to make a difference in people's lives. Our mission drives how we operate as a business as well as how we approach staffing our stores. We are a family owned company and share 40% of pre-tax profits with all our co-workers. Our teams are loaded with fun, ambitious and energetic people that make work enjoyable and brighten the days of our guests. Company B is an innovative company that offers a variety of careers paths, from Retail Leadership to our Support Center and Production and Distribution Facilities. Many co-workers throughout the company have started as Guest Service co-workers and have developed the skills to take on new challenges and roles within the company. Company B, Inc. OVERVIEW: For over 50 years, Company B, Inc. has operated friendly, clean, trusted, family-owned, local convenience stores in communities throughout Wisconsin, Minnesota, and Iowa. With a commitment to generosity, Company B, Inc. is dedicated to treating co-workers and guests like family. We continue to look for ways to improve our guest shopping experience and product offerings, as well as to ensure we provide a safe and fun work environment for our co-workers. We offer competitive wage and benefits and continue to invest in our family of co-workers and provide them with career advancement and growth opportunities.