



**Title: Guest Specialist**

**Reports to: Store Manager**

**Position Description Summary:**

As a Guest Specialist, customer service is our number one priority. Our Sales Associates are not just cashiers. Our Associates are required to do the following.

1. Provide an enthusiastic “beaming” greeting to all customers upon entering the store or on the phone.
2. Get to know your customers and use their name.
3. Go out of your way to make customers feel important and valued. Give 100% attention to customers.
4. Move quickly to provide fast service.
5. Offer suggestions and promotions.
6. Thank customers for their business and invite them back.

Without our customers we would not be in business. It’s imperative that they receive 100% of our attention and we show appreciation for their business.

**Additional Responsibilities Include:**

**Cleaning & Housekeeping: Inside**

Restrooms: Floor, toilet, sink, mirror, walls, and ceiling clean and odor free. Soap, towels and toilet paper stocked	Trash Cans: Emptied, clean and bags tucked out of site	Doors & Windows: Cleaned as needed to be free of smudges, dirt and grime. No faded or unauthorized signs	Floors: Swept and mopped, free of trash, spills, and stains
Coolers: Doors and shelves cleaned free of stains and spills	Rugs: Swept and free of trash	Transaction Counter: Clean and organized	Shelves: Clean and dust free
Food Service area: Equipment and prep area clean and organized	Back office and cooler neat and organized	Coffee and Fountain Area: Clean, free of spills and trash	Merchandise: Clean and dust free

**Cleaning & Housekeeping: Outside**

Parking Lot: Swept and free of trash, oil, gas spots, cigarette butts, and weeds	Doors & Windows: Cleaned as needed to be free of smudges, dirt and grime. No faded or unauthorized signs	Entrance Sidewalk: Clean, stain and trash free	Trash Cans: Clean, not overflowing, and bags tucked
Fuel Islands: Dispensers and nozzles clean	Squeegees & towels on all islands, windshield buckets full	Car Wash: Sweep inside	Shoveling, salting and maintaining outside areas during inclement weather

**Merchandising**

Stock, front, and face all merchandise	Bag Ice	All merchandised priced	Cooler fronted and labels faced
Stock fountain, cooler, and freezer	Brew Coffee	No out of date merchandise	Move and build displays.
Sales Counter: Proper Cig. display, products priced	Stock lottery supplies and cigarettes	Control inventory and protects company assets.	

**Accounting/Legal**

Proper cash, credit card, and check accountability at end of shift	Basic math computation to count back change	Adhere to policies on age restricted product sales	Inventory Control: observe and react to shoplifters and gas theft
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**Misc.**

Check in vendors, and gas deliveries	Ability to operate POS, lottery, phone card and money order machines	Attend store meetings	Assists managers to recruit new employees.
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## Candidate Profile:

In addition to being able to perform the job duties outlined on page one, below are important expectations while working on our team.

- People oriented, friendly, enthusiastic, smiles
- Respectful and polite
- Demonstrate a sense of urgency (move fast)
- Honest
- Willing to learn
- Communicates effectively with Store Manager, team members, vendors, and customers
- Dependable & punctual – consistently reports to work on time and provides proper notice if necessary
- Performs tasks in a safe manner following company guidelines and protocols.
- Provides upward feedback to management
- Able to work alone and on a team
- Able to stay busy between customers
- Flexible
- Willing to help associates and customers
- Multi-Task: able to successfully complete multiple tasks independently
- Identifies problems and resolves issues quickly and effectively

**Professional Image:** Our professional image standards include:

- Proper uniform and name tag at all times
- Proper hygiene: showered, clean shaved, clean hair, no body odor, clean uniform, fresh breath, clean fingernails
- No gossiping or profanity
- No cell phone for calls or texting permitted while on duty, only emergency calls from family or friends can be placed to or from store phone only

## Position Requirements: Ability, Education, and/or Related Work History

- Must be in physically good shape and able to lift bend and stand up to eight hours.
- Must be able to balance on step stool or stepladder.
- Must be able to work in a cooler at a temperature of 33 degrees for up to 30 minutes.
- Must be able to lift and carry 50 lbs.
- Tolerate exposure to gasoline fumes and cleaning products.
- Visual acuity to check identification.
- Must be able to do basic math at the 8<sup>th</sup> grade level.
- Must be able to speak, read and write English at 8<sup>th</sup> grade level and communicate with customers in English.
- Class C Operator Certification Required.

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Guest Specialist Signature

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Store Manager Signature

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Date

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Date