



**/PEM-MEY Fuel Mart  
Job Description**

Customer Service Attendant

<b>Job Title:</b>	Fuel Mart Attendant			<b>Job Code:</b>	
<b>Department:</b>	PEM-MEY Fuel Mart	<b>Program Area:</b>	YEDC	<b>Location:</b>	Klamath
<b>Starting Pay:</b>	\$15.00 /Hour				
<b>ALL HIRING IS SUBJECT TO THE YUROK ECONOMIC DEVELOPMENT CORPORATION HIRING PREFERENCE</b>					

**POSITION SUMMARY:**

Incumbent is under the direct supervision of the PEM-MEY Fuel Mart Manager and works variable shifts as requested. This position requires personnel to greet and welcome customers, assisting them in whatever way necessary to create goodwill and must have a friendly attitude.

**This position will require working on weekends, holidays and possibly graveyard shifts.**

**DUTIES AND RESPONSIBILITIES:**

1. Provide exceptional customer service to the patrons.
2. Working in conjunction with other Employees in assisting the PEM-MEY Fuel Mart Manager with the daily operation of the PEM-MEY Fuel Mart.
3. Prepare and furnish to the Manager an opening and closing balance sheet as required at the beginning and end of shift which includes calculating your overage and shortages.
4. Assists customers if requested to help fueling of their vehicle, checking oil, washing windows and checking tire pressure.
5. Sweeping PEM-MEY Fuel Mart grounds, cleaning the fuel pump islands, emptying trash and making sure oil and gasoline spills are cleaned up as soon as possible.
6. Work any shift including split shifts, evening, weekends, **graveyard** and **holidays** according to the established procedures.
7. Perform normal cleaning maintenance of the PEM-MEY Fuel Mart Store such as sweeping, mopping, stocking shelves, stocking coolers, making coffee, cleaning bathrooms, and cleaning cashier area as needed.
8. Will be trained to dispense propane in a manner consistent with all safety requirements set forth by the propane supplier or the PEM-MEY Fuel Mart.
9. Operate the cash register, attend to the service pumps, prepare food services, and/or maintain the front door sanitation.

10. Always have an excellent appearance in proper uniform.
11. Promote customer service by always maintaining friendly and courteous atmosphere at all times.
12. Prepare meal orders accurately, neatly, and quickly.
13. Following recipes accurately and according to approved preparation processes.
14. Maintaining appropriate portion control and consistently monitoring food levels.
15. Following government sanitation standards and maintaining proper handling and safety standards while preparing and cooking.
16. Learning all of our prep and cleaning tasks, including operations of cooking equipment.
17. Stand at entrance to insure patrons are following the proper safety policies prescribed by the Yurok Tribe's Public Health Department. Policies are subject to change at the department's discretion.
18. Sanitizing fuel pump nozzles, pin pads, product select buttons, and porta potty door handles.
19. Providing friendly, quality retail customer service to each customer.
20. Taking feedback and direction from your supervisor to ensure your continued improvement.
21. All other PEM-MEY Fuel Mart and related duties as assigned by the Manager or Assistant Manager.

### **SUPERVISORY RESPONSIBILITIES:**

This is not a supervisory position.

### **QUALIFICATIONS:**

1. Have the ability to work and manage amounts of currency in a cash register.
2. Must have a pleasing personality and the ability to interact with the public in a congenial manner.
4. Must possess the ability to interact with the public and fellow employees, demonstrating respect, tact, courtesy, objective and maturity to develop as effective and cooperative relationship.

5. Ability to inform and communicate orally and in writing in diverse and challenging situations is required.
6. Ability to process information effectively, to learn new materials and identify and define problems and to make decisions is required.

**EDUCATION/EXPERIENCE:**

- High School Diploma or GED
- Be proficient at basic arithmetic with good working knowledge of weights and measures.
- Previous restaurant experience and a valid food handlers' certificate is a plus.
- Automotive maintenance experience is a plus.

**CONDITIONS OF EMPLOYMENT:**

- ✓ All applicants are subject to the Tribe's Drug and Alcohol-Free Work Place Policy including pre-employment screening.
- ✓ Must be 18 years of age.
- ✓ The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- ✓ When necessary, must be able to lift 25 to 50 pounds.
- ✓ All applicants must have reliable transportation to and from work.
- ✓ All applicants must have a working telephone so that they can be contacted if needed.
- ✓ Must be willing to be cross-trained in all areas of the Fuel Mart.
- ✓ Must have or obtain California Food handlers Certificate.
- ✓ Able to stand for extended periods of time.