



Ho-Chunk Nation

Job Description



TITLE: RETAIL ASSOCIATE		JOB CODE: RTAS
BUSINESS	EEO: 6	PAY GRADE: 9
NON-EXEMPT	NO FLEX	FUNDING SOURCE: NPD
HO-CHUNK PREFERENCE		

*"All employees are subject to the Drug, Alcohol and Controlled Substance Policy."
All employees will be required to attend orientation or training to attain knowledge of the history, culture and traditions of the Ho-Chunk Nation – Resolution 08-20-13K*

POSITION OVERVIEW

Performs cash handling, product handling, cleaning, and food preparation within a convenience store environment located within the Department of Business Retail Division. The primary goal of the positions is to perform top level customer service for internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Operate electronic point of sale register, credit card terminals, calculator and fuel dispensing equipment, including accepting payments and making accurate change for guests.
2. Responsible for all shift receipts balancing all forms of tender with point of sale till reports.
3. Daily opening and/or closing the store, which includes securing cash, securing all forms of tender and operation of store alarm system.
4. Daily stocking, cleaning and maintaining store shelves and sales area of store.
5. Provide great customer service and maintain work relationships with internal and external guests with a positive and professional attitude.
6. Complete outside work assignments and maintenance including changing trash/recycling containers, sweeping sidewalks and parking lots, emptying ash trays/containers, shoveling and salting, pick up trash in the lawn and parking lot, general lawn and landscape care, general pump island and dispenser maintenance, and wash building windows.
7. Conduct required cleaning and stocking in cooler, deli, restrooms, behind service counter, and sales floor.
8. Assists disabled and/or elderly guests as needed at fuel pumps and in store.
9. Make shift cash exchange with casino or other financial institutions as required.
10. Assistance with receiving and putting stock away quickly and efficiently.
11. Arrive to work at scheduled times and be prepared to work scheduled shift.
12. Take breaks and lunch periods at times prescribed by store supervisors and management.
13. Be open and accepting of requested changes by management, including new ideas, programs, systems, and/or structures.
14. Must wear designated uniform and required protective equipment when required.
15. Maintain professionalism and confidentiality within the workplace.
16. Uphold the Retail Divisions Standard Operating Procedures on a daily basis.
17. Other duties as assigned by supervisors within the scope of authority of the job description.

JOB RESPONSIBILITY

Job Reports to	SHIFT LEADER
Leadership Accountability	IMPLEMENTS OPERATING PLANS



Supervisory Accountability	NONE
Organizational Accountability	MERCHANDISE
Financial Accountability	MONITORS EXPENDITURES AND ASSETS
Customer Accountability	INTERFACES WITH INTERNAL CUSTOMERS
Freedom to Act	SUBJECT TO REGULAR REVIEW BY SUPERVISOR

MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or GED/HSGED, or within 12 months of hire/transfer with work improvement plan and quarterly updates. (Existing staff at time of job description approval will be grandfathered in but returning staff would need to meet new requirement)

ESSENTIAL:

1. Valid Driver's license at time of hire or within 12 months of hire/transfer date with work improvement plan and quarterly updates. (Existing staff at time of job description approval will be grandfathered in but returning staff would need to meet new requirement.)
2. Must have dependable transportation to and from work at time of hire.
3. No prior criminal charges, including but not limited to violence, retail theft, fraud or issuance of worthless checks within the past seven (7) years.
4. Obtain all required certifications (at employer's direction and expense) within 3 months of hire, including but not limited to C Operator, Food Safety, We Card, and where appropriate and if the employee is 18 years of age or older Safe Serve.
5. Maintain compliance with the Ho-Chunk Nations' ERA (Employee Relations Act), Occupational Safety and Health Program Act.
6. Must possess good money handling skills and be able to pass change count back test at time of interview or prior to being placed in position.

EXPERIENCE:

1. One (1) year of experience within a retail cash handling industry, preferred.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Demonstrate hospitable personality along with the ability to relate to guests and fellow employees in a manner that renders fast, efficient and courteous customer service.
2. Must possess good math skills and be able to count back change.
3. Excellent customer service skills (friendly and courteous).
4. Must wear required uniform at all times when working.
5. Ability to properly use all personal protective equipment as requested by store management.
6. Ability to prepare food items for consumption.
7. Ability to complete all store maintenance to operational standards. Includes but is not limited to extensive/thorough and continuous repetition of cleaning, stocking, rotating of product.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. Practice proper hygiene.
3. Attends and completes trainings provided by management and understand all of the applicable procedures so that they can do their assigned work.



WORKING CONDITIONS

1. Position is in the convenience store environment.
2. Able to lift a maximum of fifty (50) pounds from floor to shelf.
3. Able to work nights, weekends and holidays as assigned.
4. All conditions from hot/humid to sub-zero weather.
5. Travel for training as necessary.
6. Ability to work on your feet for a minimum of ten (10) working hours.
7. Ability to stand for the duration of your shift.
8. Ability to move body. Stretch, bend or turning motions continuously.