



Ho-Chunk Nation

Job Description



TITLE: SHIFT LEADER		JOB CODE: SHLE
BUSINESS	EEO: 5	PAY GRADE: 11
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

Responsible to manage the store in the absence of the Store Manager and works harmoniously with all staff; which ultimately enhances every interaction for our guests and employees; customer service is our top priority for both internal and external guests.

PERFORMANCE-BASED JOB FUNCTIONS AND OBJECTIVES

1. Implement the Retail Divisions Standard Operating Procedures on a daily basis.
2. Performs Store Manager Duties daily in their absence, such as scheduling, merchandise ordering, processing store reports, and merchandising of stock.
3. Daily supervises the Retail Associates and works under the direction of the Store Manager.
4. Provide training to all Retail Associates and practice excellent customer service to both internal and external guests at a minimum of four (4) times per year.
5. Daily operates electronic point of sale register, credit card terminals, calculator and fuel dispensing equipment, including accepting payments and making accurate change for customers at an error rate of 0%.
6. Daily responsibility for all shift receipts balancing with cash register till reports with an error rate of 0%.
7. Perform daily duties related to daily opening and/or closing the store, which includes securing cash, credits cards receipts and operation of store alarm system and compiling daily reports.
8. Position will perform other duties as assigned by supervisor within the scope of this job description.

JOB RESPONSIBILITY

Job Reports to	SUPERVISOR – SEE ORGANIZATIONAL CHART
Leadership Accountability	IMPLEMENTS OPERATING PLANS
Supervisory Accountability	SUPERVISES ASSOCIATES BELOW SUPERVISORY LEVEL
Organizational Accountability	MANAGES WORK GROUP WITHIN A SUB-UNIT OF A DEPT
Financial Accountability	MONITORS EXPENDITURES
Customer Accountability	INTERFACES WITH OUTSIDE CUSTOMERS
Freedom to Act	SUBJECT TO REGULAR REVIEWS BY SUPERVISOR



MINIMUM QUALIFICATIONS

EDUCATION:

1. High school diploma or equivalent.

ESSENTIAL:

1. Must have valid driver's license, dependable transportation and proper insurance.
2. CPR and Food Safety Certification is required within 6 months of hire.
3. Maintain compliance with the Ho-Chunk Nations' Occupational Safety and Health Program Act of 2002.

EXPERIENCE:

1. Two (2) to four (4) years of experience as a Retail Associate or lower management, preferably in convenience stores/fuel sales industry.
2. One (1) to two (2) years of supervisory experience.

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

1. Ability to perform all duties and responsibilities assigned to the Retail Associates.
2. Demonstrate ability to accurately perform math calculations and functions related to operations management.
3. Excellent customer service skills (friendly and courteous).
4. Maintains the utmost level of stability, impartiality, confidentiality and reliability.
5. Must possess cash handling skills according to the Business Departments' Standard Operating Procedures.
6. Knowledge of chemical usage, storage and disposal.
7. Daily maintenance of neat appearance; possess hospitable personality along with the ability to relate to guests and fellow employees in a manner that renders fast, efficient and courteous customer service.
8. Must wear required uniform at all times when working.

WORK PLACE RESPONSIBILITY

1. Maintains a safe and healthy work place environment.
2. The convenience store manager ensures that all employees of the department receive appropriate training, counseling, and understand all of the applicable procedures so that they can safely 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.