

CnD Specialties, Inc.
d/b/a Eden Corner Express, Ledgeview Express & Heritage Ridge Travel Plaza
Position Description

Job Title: CUSTOMER SERVICE REPRESENTATIVE CO-SUPERVISOR
Reports to: Store Manager and Officers of Corporation

SUMMARY

Work and communicate with Owners, Store Manager, and all employees to work together as a team to provide the best customer service possible. Work to achieve company goals to ensure the company's share of market and profitability from service and products offered. Train and supervise customer service representatives in Customer Service, WI Class A/B/C Operator License – cleaning of fuel dispensers and related emergency procedures, Safe Food Handling, and Beverage Operator License procedures as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- **Service to our customers and Satisfaction of our customers is 1st priority.**
- **Must be available on weekends.**
- Work with Store Manager to recruit, hire, train, and consistently provide coaching (teaching & directing) of all staff in: preparation and presentation of food, beverage operation, service, sanitation, cleaning, equipment, and safety procedures for continuous improvement to achieve maximum productivity daily.
- Work with Store Manager to supervise and coordinate workers and work procedures to ensure quality standards and service through the use of additional training, progressive disciplinary write-ups, evaluations and termination of employee(s) if applicable.
- Work with Store Manager to supervise and coordinate purchases or requisitions for food and non-grocery items, checking the quality of raw and cooked food products to ensure that standards are met.
- Analyze and assign prices to items, based on labor and overhead costs.
- Collaborate with other personnel to plan menu and non food items, taking into account such factors as seasonal availability and likely number of customers.
- Meet with sales representatives to negotiate prices and order or requisition food and other supplies needed to ensure efficient operation, while controlling inventory, to ensure efficient operation. Check the quantity and quality of received products.
- Work closely with Owners and Store Manager to requisition and purchase equipment to ensure quality and timely delivery of services. Arrange for equipment repair and maintain proper preventative maintenance checks.
- Resolve and log all service and/or product shortages and negative related issues. Have the ability to handle complaints, settle disputes, and resolve grievances and conflicts.
- Inspect supplies, equipment, fuel dispensers, and work areas to ensure conformance to established standards.
- Create Weekly Work Schedules for all staff and delegate shift-related tasks as necessary.
- Work with Owners, Store Manager, and all other company managers to plan, direct, and coordinate the marketing of overall company's products and service.
- Record production and operational data on specified forms as required.
- Work with Owners and Store Manager in planning, budgeting, and purchasing for all convenience store operations.
- Help load catering orders or transfer of product orders into customer vehicles or delivery trucks.
- Advise Owners and Store Manager of any personnel situations or policy violations having any adverse effect on store operation.
- Report all accidents, maintenance issues, and customer incidents to Owners and Store Manager immediately and complete proper paperwork for Human Resource Department as required.
- Communicate career opportunities to Owners, Store Manager, and staff.
- Provide service to all customers according to Customer Service Representative Position Description.
- Other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, ability, and/or personal characteristics required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

PERSONAL CHARACTERISTICS

Position requires: being able to work alone as well as with others; maintain high levels of dependability, integrity, and honesty; ability to be safety conscious and flexible (able to adapt to change); be able to work the days and hours required – based on the demands of business and store. **MUST BE PLEASANT, OUTGOING WITH A SENSE OF HUMOR, AND HAVE A DESIRE TO SERVE OTHERS!**

EDUCATION

Possess a High School Diploma or equivalent and 2 years related combination of education and experience in convenience store operations.

COMPUTER, CASH REGISTER, and OTHER EQUIPMENT SKILLS

Possess basic computer skills for use of computer software and cash register. Have the ability to use office equipment such as calculator, copier, fax machine, credit card machines & telephone. Also must have the ability to provide maintenance and service to fuel pumps and all other food related equipment.

LANGUAGE SKILLS

Must have ability to read and interpret documents such as safety rules, operating and maintenance instructions, training and procedure manuals. Also have the ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Must have ability to use basic arithmetic for calculating cost of goods, calculating sale price, and end of shift reports. Also have the ability to calculate monetary exchange.

REASONING ABILITY

Must have ability to understand and implement responsibilities as both an employee and a supervisor the responsibilities of the organization outlined in the Employee Manual and apply instructions furnished in written, oral, or diagram form. Must be able to resolve job-related problems, set priorities for self as well as others, and keep things organized.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, physical activities will require considerable use of arms and legs and moving your whole body such as: use of hands and fingers to write, use cash registers, calculators, credit card machines, produce and serve product; talk and hear; tolerate gasoline fumes and cleaning products; work in a cooler at the temperature of 30° or below for up to 35 minutes at a time; stand, walk, stretch, stoop, reach and be able to stand for a minimum of eight hours at a time; lift and stock cases of beverages, groceries, and petroleum products that can weigh up to 40 lbs.; handle multiple tasks simultaneously and manage time well; reliably get to and from work.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.

Disclaimer: The list of Requirements, Duties, and Responsibilities is not exhaustive, but is merely the most accurate list of the current job. Management reserves the right to revise the Position Description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technology developments)