

Position: Customer Service Attendant

Place of work: 7 Stokes Valley Road (Caltex Stokes Valley)

Reports to:

Duties: Detailed below;

Customers:

- To provide fast, friendly, professional service, both on the forecourt and in the shop.
- If the customer has already started pumping fuel offer to finish it for them.
- To wear Hi-Viz vest/jacket at all times when serving on the forecourt.
- To be polite, helpful, and efficient and offer the customer assistance when possible.
- To acknowledge each customer and provide the best possible service; try to exceed customer expectations.
- To watch the whole forecourt and be aware of who needs service and who has oil or valve masters, paying attention to the pumps they use. (Are they using Diesel)? (Have they finished and hung up the pump)?
- It is important to make sure every person is aware you know they are there and you will offer service to them as quickly and efficiently as possible. (You must not, only serve one person and ignore all the others)
- Attempt to make sure every sale is accounted for and everyone has paid for their goods as well as their fuel.
- To fill LPG vehicles and bottles to required safety standards.
- To make every effort to fill bottles on demand as well as offering service to the other fuel customers.

Point of sale:

- Accuracy and efficiency are key requirements of operating the point of sale and taking responsibility for accounting for everything and ensuring the till balances and stock is correctly processed. (Returns are accurate, and receipts are taken)
- Due care and attention are essential when processing any sale or card transaction especially the giving of change and the handling of cheques and petrol vouchers.
- Do not accept cheques; except for payments of account customers, or the trusted few who are allowed to present them. (Check with other staff, who can and who cannot).
- To make sure that every delivery is checked off to ensure that what is charged is exactly what has been delivered.
- When deliveries of stock are made make sure that the delivery dockets match up to the same quantities as the delivery docket. Once checked off uses received stamp and sign your name. If there are any shortages or wrong products delivered, note it on the docket.
- To make regular safe drops and to keep the coins and cash in the till, to a safe low risk level.
- Do not charge the customer until the pump has been hung up as this will limit mistakes eg driving off with the pump still attached or over/under charging.

Stock:

- To maintain the standards of tidiness cleanliness and presentation that will give a good impression to our customers and encourage them to return again
Continued
- To stock up, rotate and display all stock to its best advantage.
- To deal with stock orders and deliveries and to keep the shelves full and properly displayed. To change price labels and make new ones, if they are missing etc.
- To keep storerooms and stock tidy and manageable so that only one box of product is used at any time. (To make sure old stock is used first and to stop stock from reaching its expiry dates)
- To top up the drinks, chippies, confectionery, cigarettes, hot food etc as many times a day to ensure the stock levels are kept up and the presentation is as good as possible.
- To maintain a high standard of presentation in the shop and on the forecourt requires good housekeeping at all times. (Including food handling).

Housekeeping:

- To maintain the forecourt, pumps, oil displays, trolleys, shop windows and floors clean and presentable at all times.
- To dust and keep the stock and shelves clean and looking attractive, and well stocked.
- To clean and keep the toilets and washroom looking presentable.
- To make sure any spills or rubbish are dealt with promptly
- To deal with the occasional mixed fuelling situations.
- To degrease the forecourt at least each month.
- To vacuum shop, rugs, office, tea and store room regularly.
- To wash and buff all the floors regularly (polish as required)
- To empty rubbish bins and break down the cardboard boxes and put them in the bag supplied
- To wash and dry any dishes used for meals and tea breaks.
- To do whatever is necessary to maintain the appearance and cleanliness.
- To maintain gardens so that they look attractive and weed free.
- Keep the kitchen and coffee area clean at all times. Washing floors, cleaning food equipment.

Personal:

- Personal presentation must be of a high standard with full uniform worn at all times.
- To provide excellence in customer service skills, product knowledge and helpful assistance.
- To be punctual and responsible for checking the roster and making sure you know when your shift starts so that you do not put any other staff at any unnecessary security risk. (Two people opening up not one on their own)
- Flexibility of hours is essential as the staffing levels are small and changes have to be made to cover sickness, holidays or any other reasons. (You will be required to work hours other than those you normally do as part of your normal week)
- To attempt to give assistance with wheel changing (punctures) or fitting wiper refills or checking tyre pressure on demand when there is time and staff available.
- To perform their job well and efficiently and to do it to their best ability and in a manner that will promote good relations with other staff and the public.
- To be honest and trustworthy and to take responsibilities for your actions and behaviour.
- To keep an eye on the customers on the forecourt and in the shop for any signs of dishonest behaviour.
- Make sure that the stock is all being paid for and to report anything suspicious, immediately to the senior person on charge so that appropriate action may be taken.
- To be aware of the risks and dangers and to make an effort to minimise these, for your own safety.
- To follow all safety requirements and take proper care and attention to skill and safety precautions expected as part of any job. Staff and customer safety must be considered at all times and any safety gear provided used.
- You will be expected to attend any staff training courses as required for this position. These are likely to be local and paid for by the business.
- To report anything damaged, or not working effectively or any stock getting low, or any improvements that might be beneficial to good service.
- As this is a physically demanding job with lifting required, a good level of general health and fitness is necessary.
- To carry out any tasks or instructions that may be asked of you, so that the smooth efficient running of the business can be maintained.
- To work together as a team to bring friendly efficient service to every customer and also to keep the business running smoothly and profitably
- It is the senior's responsibility to work with the junior staff to achieve the standards and procedures required
- Changes and alterations may be made to these conditions as the need for change dictates
- To maintain a professional approach to customers making sure that personal discussions with other staff, are not discussed when serving customers.

Other

- To complete all food compliances such as daily temperature checks and wastage sheets
- To serve lotto when required making sure that the lotto money is kept separate from the service station tills.
- To make consistent coffee the way you are trained, keeping the area clean. Wipe up spills as they happen and wash the floors regularly, wipe inside of milk fridge. Empty the coffee waste water at least twice daily so that it does not overflow.

This is a basic job description, but other duties may be added from time to time when policies and procedures change