

## *Todd Energy Corporation Job Description – Customer Service Representatives (CSRs)*

All full or part-time Customer Service Representatives (CSRs) are responsible for the proper and efficient operation of their shift within company policy. This means that they must ensure that their shift contributes to the profitability of the store. Each employee should strive to add value to the work they perform each day are expected to comply with the following list of duties:

### *General Expectations*

- Greet customers with a smile, be friendly, and offer prompt service.
- Greet gasoline customer on intercom (if applicable).
- Adhere to all city, county, state and federal alcohol and tobacco regulations.
- Operate shift within all company guidelines.
- Complete work schedule as posted unless a change is pre-approved by the store manager.
- Be sure that the manager is aware of all sales, cash, or operating discrepancies within 24 hours.
- Prepare a shift report at the end of the shift as per company guidelines.
- Properly post all hours worked on the time sheet and sign it to verify the hours worked.
- Make sure that your timecard is signed. Otherwise, no payroll will be processed.
- Advise the store manager of any personnel situations or policy violations that have an adverse effect on the store's operation.
- Report any equipment which is not working to the store manager.
- Perform other tasks assigned by the store manager.

### *Customer Transactions*

- Efficiently operate cash register by recording all sales while managing cash and debit/credit card transactions as directed by your manager.
- Operate lottery/lotto terminal.
- Practice the suggestive sell.
- Thank customer and ask them if they would like a receipt.
- Operate gasoline intercom and console.
- If there is a car wash at the location, must be able to operate the car wash terminal.
- Must be able to help customers with car wash problems.

### *Housekeeping*

- Sweep and mop floors.
- Clean shelving and racks.
- Clean and sanitize restrooms.
- Clean and sanitize all fast food and drink equipment.
- Clean and organize cooler.
- Clean all windows, doors, and cooler doors.
- Clean gasoline islands and pumps.
- Empty trash inside the store and on the lot.
- Check equipment and temperatures.
- Assist the manager to ensure that the store maintains a 95% or better on inspections.
- Clean the car wash areas (if applicable).

### *Stocking and Pricing*

- Stock items on shelf and racks.
- Change syrup box for fountain drinks.
- Keep coffee bar area stocked with coffee, hot chocolate, etc.
- Stay familiar with the products and prices in the store.
- Comply with promotional product requirements and maintain proper displays.

### *Stocking and Pricing*

- Complete the shift check-in procedures before starting the shift and complete check-out procedures at the end of the shift.
- Be alert to shoplifting prevention procedures.
- Practice good cash control at all times.
- Follow company policy regarding excessive cash in registers, change box, and safe security, as directed by the store manager.
- Follow correct vendor check-in procedure as directed by the store manager. Make sure to check and count every item delivered by the vendor and that it matches with the invoice.
- Protect company assets at all times.
- Follow robbery deterrence guidelines at all times.

### *Requirements for the Job*

The following constitute “essential functions” of the job:

- Be proficient to read, understand, and write the English language at the high school level.
- Perform arithmetic calculations at the eighth-grade level to make change, complete shift reports, and account for a variety of products during vendor check-in.
- Have sufficient visual acuity to check identification for alcohol and tobacco sale compliance.
- Read and understand instructions for operating electronic cash register and other equipment.
- Be able to lift 50 pounds, and carry cases of milk cartons and soft drinks, beer and juice containers including the ability to stock shelves and coolers.
- Can react to a fire by lifting a fire extinguisher and using it to extinguish a fire.
- Can tolerate exposure to gasoline fumes and cleaning products.
- Can climb a ladder to clean windows and high shelves.
- Sweep, mop floors, dust shelves, lift and carry out trash containers to place in an outside bin.
- Can clean the parking lot and ground surrounding the convenience store.
- Can enter and work in a refrigerator walk-in cooler as needed.

### *Disclaimer*

The list of requirements, duties, and responsibilities listed above is by no means a complete list. It is merely a general summary for the position described. Management reserves the right to revise or change this position description at any time. In addition, please note that we accept applications for this position on an on-going basis to build a talent pool of potential candidates. When a position becomes available, we will review applicants at that time. Due to the high volume of applications we receive, only those candidates selected for interviews will be contacted.