



Navajo Nation Oil and Gas Company

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Assistant Store Manger

Position Description

Division:	Navajo Petroleum, LLC
Department:	Retail
Job Code:	CSASMGR
Pay Grade:	NE 7
Hours/week:	Varies
Type of Position:	Full-time

Reports to (title):	Convenient Store Manager
Job Location:	All Locations
Supervises:	All sales associates and deli personnel through delegation
Classification:	Non-Exempt/Exempt
Effective Date:	11/01/2018
Revised Date:	4/1/2006; 9/1/2011

PERFORMANCE EXPECTATIONS

In Performance of their respective tasks and duties all employees of Navajo Nation Oil & Gas Company (NNOGC) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent
- Adhere to all professional and ethical behavior standards of the oil & gas industry
- Interact in an honest, trustworthy and dependable manner with clients, employees and vendors
- Possess cultural awareness and sensitivity
- Maintain a current insurable driver's license and clean driving record
- Successfully pass a pre-employment drug/alcohol screen and background investigation

POSITION PURPOSE

The Assistant Store Manager is responsible to assist the Convenience Store Manager by managing the overall store operation and conditions by maximizing store's profitability through sales of gasoline, diesel, and convenience products, expense control, inventory levels and shortage controls. Build and foster store personnel by effective recruitment, train, and coach to develop performing team members (personnel). Demonstrate and coach high quality customer service. Maintain a clean and safe atmosphere. Interpret, communicate and enforce NNOGC Policies and Procedures. Represent NNOGC in a professional manner at all times in the presence of employees, vendors and customers.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- To assist the Convenience Store Manager in managing day-to-day of the overall store operation and must be available afterhours, weekend and holidays. Ability to perform management responsibilities as assigned by the Store Manager.
- Recruits, trains, develop and communicate with all Sales Associates, as well as assess performance on a regular basis. Furthermore, to work alongside of the Sales Associates by operating cash register, re-stocking, assist in the kitchen and deli area, cleaning, etc. while promoting excellent customer service.
- Assists Store Manager in variety of responsibilities, including ongoing communication of store reports, interpret and communicate store goals and objectives, NNOGC Policies and Procedures, inventory and audits, and cash control procedures.
- Demonstrate and coach store personnel to provide a high quality customer services and ensure all customers receive the highest level of customer service and to maintain a high degree of professionalism.

- Accurately track sales and price changes to control store accountability. Adheres to and communicates all cash handling procedures involving cash, credit cards, and cash drops.
- Properly and accurately accounts for all sales transactions. Ability to operate cash register, monitor fuel inventory and pricing and other store equipments, including kitchen appliances.
- Displays sales merchandise to promote customer awareness and generate additional sales.
- Submit accurate Daily Sales Report in a timely manner. Process invoices daily and process employees' time cards accurately. Track sales, monitor markdown sheets to control store accountability. Complete all required paperwork.
- Keep store clean, stocked and in first class condition at all times. Maintain high cleaning standards which include parking lot, restrooms, stockroom, Fuel Island and equipment.
- Adhere to Safety procedures, maintain an accident free workplace, respond appropriately to emergency situations and report all accidents. Provide work or store safety training on a semi-annual basis to Store Manager, including but not limited to food handling, food temperatures, fuel shut-off valve, emergency evacuation procedures, emergency contact information, etc.
- Ensure all policies and procedures are followed, included tobacco sales regulations, to ensure compliance.
- Follow gas delivery procedures and complete Leak Detection Testing according to the applicable regulations and guidelines. Complete Veedor Root readings, as required.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- One (1) year of entry-level management experience in convenience store, retail or related field.
- Strong cash handling and customer service experience.

Education:

- High School or equivalent.

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Knowledge with PC skills (MS Word, Excel, PowerPoint, Outlook, or similar applications).
- Ability to direct, plan, supervise by effective coach or mentor staff personnel.
- Ability to interpret, communicate and enforce NNOGC Policies and Procedures.
- Ability to exercise critical thinking, problem solve and make sound judgments.
- Strong leadership, interpersonal communications and team building skills.
- Ability to demonstrate time management skills.
- Demonstrate effective communication skills in a written and/or verbally format.
- Ability to work unsupervised and flexible schedule, including nights, weekends, holidays and be available to respond to incidents and emergencies.

POSITION PREFERENCES

Licenses and Certifications: Valid Food Handler's Permit must be obtained before hire.

WORK ENVIRONMENT

Work Environment: Assist in performing the day-to-day work directly related to customer service, supplier/vendor contact, and contact with corporate personnel to ensure continual smooth operations of convenient store.

Physical demands: Work varied hours as business dictates, work includes standing, walking, sitting, climbing, lifting, balancing, bending, stooping, and handling materials and/or objects that weigh 0-50 lbs and that have temperatures from freezing to very hot.

Mental demands: The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues. Assist in performing the day-to-day work directly related to customer service, supplier/ vendor contact, and contact with corporate personnel to ensure continual smooth operations of convenient store

NAVAJO/INDIAN PREFERENCE

Navajo Nation Oil and Gas Company complies with the Navajo Preference in Employment Act (NPEA).

OTHER

All employees must uphold all principles of confidentiality and proprietary information to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

ACKNOWLEDGMENT

I have reviewed the content of the **Assistant Store Manager** Position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of the position as outlined in this description, with or without reasonable accommodation.

Describe any accommodation required to perform these functions:

Employee (printed name)

Employee (signature)

Date