



RHS Retail Operations Manager

Position Description

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| Division: | Running Horse Services, LLC. (RHS) | Reports to (title): | Vice President of E&P Operations |
| Department: | Running Horse Services (RHS) | Job Location: | Montezuma Creek, UT |
| Job Code: | RTLGR | Supervises: | RHS Service Segments |
| Pay Grade: | | Classification: | Exempt |
| Hours/week: | 40 hours | Effective Date: | 05/13/2024 |
| Type of Position: | Full-time | Revised Date: | N/A; New Position |

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

Overall management of the Running Horse Services segments to include rental, SWD transportation, and propane services. Works closely with E&P Operations employees, RHP, oil & gas companies, and other commercial segments for utilization of rental equipment and SWD transportation. Works closely with the above entities, as well as residents, commercial entities, and local leaders to grow propane sales and strategies to meet and exceed growth targets. Plans, directs, and coordinates operational activities. Formulates and implements standard operating procedures. Supervise, plans, directs, and coordinates staffing requirements and development including reviewing and setting procedures for internal controls for cash, inventory, supplies, and equipment. Analyzes and evaluates financial data and prepares and presents financial information.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Implement principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customers' satisfaction.
- Manage the business using management principles involved in strategic planning, resources allocation, human resources modeling, leadership technique, product and advertising methods, and coordination of people and resources.
- Understand and analyze all financial activities within each segment for reconciling cash receipts, daily sales reporting, field tickets, invoicing, and other reports as required.
- Understand and analyze all inventory stock and reorder/inventory management activities for each segment and analyze activities to propose any changes required without impacting sales or utilization.
- Understand and analyze processes for equipment maintenance and delivery, field tickets and invoicing,
- Actively participate and develop operating procedures for each business segment.

- Confer with VP, E&P Operations when developing methods and procedures that impact sales and business prior to implementation.
- Understand and follow DOT Federal/State bulk cargo transportation laws, regulations, and guidelines.
- Maintain and coordinate DOT program to meet Federal/State bulk cargo transportation laws, regulations, and guidelines.
- Develop constructive and cooperative working relationships among employees and other staff and maintains them over time.
- Performing day-to-day administrative tasks such as maintaining information files and processing paperwork that reflect employee records, time reports, etc.
- Organize employee internal files and records of purchases, sales, and requisitions. Maintain all and any organization and/or any proprietary information confidential.
- Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
- Evaluates and implements internal controls to exhibit accuracy in sale transactions, cash shortage, inventory control, and supplies and equipment.
- Coach and develop subordinates by identifying the developmental needs of employees and coaching, mentoring, or otherwise helping employees to improve their knowledge or skills.
- Handles customer complaints, settling disputes, and resolving conflicts, or otherwise negotiating with other.
- Promote and enforce NNOGC Policies and Procedures.
- Enforces safety, health, and security rules per NNOGC policies and procedures.
- Evaluates employees' performance in an objective manner by taking into consideration the full evaluation period and any previous goals and objectives established.
- Observes, identifies, and promotes employees with excellent working habits and behaviors.
- Communicates effectively and frequently with employees and always represents NNOGC in a professional ethical manner.
- Provides guidance and direction to subordinates, including setting performance standards and monitoring performance to accomplish goals and objectives set by the NNOGC.
- Assists with budget preparation and planning.
- Controls overtime cost according to projected budget each fiscal year.
- Controls staffing needs according to projected budget each fiscal year.
- Must adhere to all aspects of the Anti-Money Laundering (AML) Program, including compliance and regulations.
- Ability to coordinate and train staff members of the AML program, compliance, and regulations on an annual basis.
- Knowledge of the Bank Secrecy Act and Anti-money Laundering (AML) Program.
- Other duties as assigned

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Minimum of 10 years direct work experience in business environment and management capacity.

Education:

- Bachelor's Degree in related field

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Knowledgeable of business and management principles involved in planning, leadership techniques, and accounting principles.
- Knowledge of analyzing, interpreting and preparing financial data.
- Knowledgeable of coordination of people and resources.

- Knowledgeable of teaching and instructing individuals or groups and assessing training needs.
- Skilled to managing own time and the time of others.
- Skilled at critical thinking and decision making.
- Skilled at communicating effectively in writing or verbally.
- Ability to listen and understand information presented to be presented.
- Ability to apply general rules to solve problems.
- Ability to interpret policies and procedures.

POSITION PREFERENCES

Licenses and
Certifications:

WORK ENVIRONMENT

Work Environment: Work is performed in a corporate and retail store environment with exposure to low to moderate sounds

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 1-50 lbs. and temperature varies with environment internal and external.

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

NAVAJO/INDIAN PREFERENCE

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

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.

