



Retail Sales / Utility Worker

Position Description

Division:	Running Horse Services, LLC (RHS)	Reports to (title):	RHS Operations Manager
Department:	RHS	Job Location:	Montezuma Creek, UT
Job Code:	RTLSAL	Supervises:	None
Pay Grade:		Classification:	Non-Exempt
Hours/week:	Varies	Effective Date:	June 1, 2024
Type of Position:	Varies	Revised Date:	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

The Retail Sales/Utility Worker (employee) works inside within retail environment and outside production area of the LP gas (propane) facility. The employee is responsible for the processing of cylinders (20 lbs., 30 lb., and 100 lb. for home use). Assist customer(s) with retail purchases and to perform the essential duties/responsibilities as outlined below in a friendly and professional manner by ensuring a high level of customer satisfaction, teamwork while protecting company assets.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Greet customer(s) as they enter the establishment and assist customers with retail propane services and sales.
- Process customer transactions accurately and efficiently using a point of sale (POS) system.
- Coordinate deliveries for customers.
- Willingness to become certified with inspection, maintenance, and filling of propane cylinders.
- Sort, inspect, clean, paint, label, and refill empty cylinders.
- Always maintain a safety focus and wear the proper PPE (personal protection equipment).
- Ensure the consistent quality of cylinders are being processed.
- Load filled cylinders onto the truck(s) for the next day's shipment.
- Complete and reconcile the end of the day shift report for all business transactions.
- Reports job related injuries and illnesses
- Other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- 1 year of customer service-oriented experience and 1 year of utility experience.

Education:

- High School Diploma or GED

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Must demonstrate customer service on a professional basis.
- Demonstrate strong organizational and interpersonal skills.
- Proficient in Microsoft 365 office, including Word, Excel, Outlook, and POS system.
- Must demonstrate basic math, including add, subtract, multiply, or divide accurately.
- Ability to communicate information and to listen to understand information presented.
- Ability to work independently.
- Skilled in using logic and reasoning to identify the strengths and weaknesses of alternative solutions.

POSITION PREFERENCES

Licenses and
Certifications:

WORK ENVIRONMENT

Work Environment: Daily communication and contact with customers, who may be friendly or unpleasant, establishing and maintaining professional working relationships with co-workers, and coordinating work and activities with co-workers.

Physical demands: Position requires performing physical activities that require considerable use of hands, arms and legs, and moving whole body to climb, lift, balance, walk, stand, bend, stoop and handle material or objects indoors and outdoors to maintain the convenient store.

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 retail 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.

ACKNOWLEDGMENT

I have reviewed the content of the **Retail Sales/Utility Worker** position description and have been provided with a copy of the description. I certify that I can perform the essential functions of the position as outlined in this description, with or without reasonable accommodation.

Description any accommodation required to perform these functions:

Employee (printed name)

Employee (signature)

Date