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## CUSTOMER SERVICE REPRESENTATIVE

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<b>REPORTS TO:</b>	Store Manager and/or Assistant Store Manager
<b>FLSA STATUS:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Operations
<b>ESSENTIAL DUTIES &amp; RESPONSIBILITIES:</b>	<ul style="list-style-type: none"><li>● Complete an orientation session consisting of, but not limited to, pre-employment paperwork, policy, procedures, safety &amp; security issues, and hands-on training of equipment used for store operation.</li><li>● Complete on-the-job training at an assigned store location.</li><li>● Consistently perform the TETCO Ten points of customer service as outlined in the CSR Training Program.</li><li>● Satisfactorily perform duties alone for extended period of time, up to eight (8) hours by competently operating store equipment including: integrated cash register, credit card terminals, gas console, lottery machine, check verification machine.</li><li>● Accurately count money and make change by effectively using a calculator, practicing basic math skills.</li><li>● Communicate effectively and courteously while providing assistance with transactions and answer the phone by the third ring using proper phone etiquette.</li><li>● Consistently perform cleaning and organizing duties as outlined in the CSR Training Program.</li><li>● Handle situations that require prompt attention and/or action and immediately report issues.</li><li>● Retain, follow, and implement general information and detailed instructions.</li><li>● Competently complete the daily shift report.</li><li>● Observe and monitor ongoing activities in and outside the store, including at the pumps.</li><li>● Assist in posting specials and promotions; checking-in vendors; setting and stocking gondolas, POS displays, coolers, and beverage center supplies; minimizing product outages; and prohibiting the marketing of unauthorized products.</li><li>● Maintain all current pump toppers and/or pole signs.</li><li>● Where applicable, participate in the food service operation and competently prepare products and/or operate food equipment.</li></ul>
<b>EDUCATION/EXPERIENCE:</b>	High school graduate preferred
<b>PHYSICAL DEMANDS:</b>	While performing the duties of this job the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stoop, kneel, crouch, or crawl. The employee is occasionally required to sit; climb or balance; and taste or smell. The employee is occasionally required to work in areas with significant temperature differences. The employee is regularly required to lift up to 10 pounds. The employee is frequently required to lift up to 25 pounds. The vision requirements include: peripheral vision and ability to adjust focus.

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