



***Spokane Tribal Enterprises***  
HUMAN RESOURCES DEPARTMENT  
P.O. BOX 98 Wellpinit, WA 99040  
(509) 458-6578 / FAX (509) 458-6598

## **JOB ANNOUNCEMENT**

**Vacancy #** OCEO-16-021  
**Title:** Lead Cashier (2 Positions)  
**Supervisor:** Spoko Wellpinit General Manager  
**Location:** Wellpinit, WA  
**Status:** Full-Time/Non-Exempt  
**Rate of Pay:** \$14.00/Hour  
**Opening Date:** December 15, 2016  
**Closing Date:** Until Filled

### **Summary**

The Spoko Fuel Wellpinit Lead Cashier assists in operating the Spokane Tribal Enterprises Spoko Fuel store and provides excellent customer service while accurately transacting sales of fuel and merchandise. They will also be responsible for learning most phases of convenience store management, including but not limited to; ordering and inventory control, cost control, management of staff, along with general administration, training and development of staff, scheduling, payroll, gross margins and operating expenses.

The Spoko Fuel Lead Cashier maintains a clean and safe work environment to benefit/ensure the safety of both the customers and fellow employees.

### **Duties and Responsibilities**

- Provides top quality service at all times, to every customer, in accordance with Spoko Fuel policies and procedures.
- Conducts sales transactions quickly and accurately. Operates a cash register by scanning all merchandise UPCs, to display retail pricing of customer purchases on the display monitor. Enters all transactions into the cash register, accepts payment and accounts for all funds.
- Issues sale receipts to all customers, and counts back the correct change to all cash paying customers.
- Performs duties displayed on Spoko Fuel cleaning and daily task lists; stocks and merchandises as instructed by management.
- Accomplishes shift changes by documenting unit inventory counts of tobacco products and cash register counts at the beginning and end of every shift.

- Completes till count and saves till count verification slip, enters safe drops into register, completes bank deposit slip and bank deposit bag, close and print cashier report, close and print shift report, close and print close day report and all other required paperwork (i.e terminal batch summary and batch reports, etc.)
- Completes OCEO dailies and SSSCS dailies on a daily basis.
- Completes orders and assists in maintaining and tracking store inventory.
- Maintains In-house charge accounts. Filling out tracker throughout the day and saving all receipts, one copy with tracker and a copy of all receipts in a booklet for reimbursement.
- Works with customers to identify needs and resolves any complaints and/or problems.
- Takes measures to preserve the safety of employees and all others in the work location. Wears required safety equipment, when necessary and/or required.
- Verifies the age of customers purchasing tobacco products and enters the customer's date of birth into the cash register. Trains Cashiers about proper age identification for Tobacco Sales.
- Verifies identification and completes documents for all Tribal and Inter-Tribal discounts.
- Ensures that the convenience store is clean and safe; including but not limited to restroom facilities, equipment and the grounds immediately adjacent to the store.
- Ensures appropriate levels of inventory are maintained for both fuel operations, store merchandise, and orders to maintain inventory at required levels.
- Ensures pricing and mark-ups are consistent with established guidelines & makes recommendations for adjustments thereto in the best interest of the business.
- Establishes and maintains consistently high standards of customer care, customer relations, customer service and vendor relations.
- Records, documents and reconciles daily, weekly and monthly store and fuel sales. Monitor our fuel cost as well as street prices to maximize profits and maintain fuel volumes.
- Learns effective store merchandising and competitive marketing.
- Performs monthly/yearly inventories of supplies, stock and merchandise.
- Must be able to properly set up a new item group and run the correct margins, maintain proper inventory levels and responsible for ordering; i.e. Oil orders, Kershaws, etc.
- Train and develop staff in daily operations of the convenience store and gas station.
- Documents positive and negative performances of the employees. When needed completing positive and negative write ups as well as completing performance reviews.
- Tracking/Maintaining of all crew access codes/standards; i.e. safe codes, POS codes, POS overages/shortages, safe counts, cleaning checklist, In-House Account Processes, etc.
- Stamps and Codes incoming invoices accurately and delivers them promptly to Accounting for payment.

- Establishes co-operative vendor relations and supply chain management.
- Learns to order all store supplies needed by all Vendors.
- Knowledge of how to properly make a spreadsheet for weighted averages for items including fuel and tobacco.
- Knowledge of processing invoices in SSCS and being able to properly train other employees on these processes as well.
- Reviews incoming applications and forwards them to Human Resources.
- The Supervisor will be sorting all coupons received by customers and properly redeeming them to the said company for reimbursement.
- Other duties as assigned.

### **OTHER REQUIREMENTS**

- Candidate must be 18 years of age or older.
- Candidate must be able to successfully pass a background check and pre-employment drug screening.
- Candidate must be able to obtain an Underground Storage Tank Class C Certification within 14 days of employment.
- Candidate must possess great communication skills, both verbal and written, along with the ability to deal effectively with people in multifaceted work environment.
- Candidate must be able to follow all safety guidelines and be familiar with and follow all Tribal, Federal and applicable Washington State laws pertaining to convenience store operations.
- Candidate must be able to work flexible shifts (all days of the week) and hours, holidays, and special events.

### **EDUCATION and EXPERIENCE:**

- Candidate must possess a high school diploma, GED or equivalent.
- Candidate must have a minimum 2 years Customer Service Experience.
- Candidate must have a minimum 2 years Cash Handling experience.
- Candidate must have a valid Washington State Driver's License.
- SSCS experience preferred.

### **SUPERVISORY CONTROL:**

- Trains and develops staff in daily operations of the convenience store and gas station.
- Documents positive and negative performances of the employees. When needed completing positive and negative, preparing a written warning as well as performance reviews.
- Tracking of all crew performance standards i.e. safe codes, POS codes, POS overages/shortages, cleaning checklist, etc.

- Trains Cashiers about proper age identification for Tobacco Sales.
- Trains Cashiers on type of great customer service expected.

**PHYSICAL DEMANDS:**

- Performs monthly/yearly inventories of supplies, stock and merchandise. Must be able to work long hours, standing and moving around for most of them.
- Being able to properly set up a new item group and run the correct margins, maintain proper inventory levels and responsible for ordering.
- Good vision is required for this position.
- Must be able to lift up to 50lbs.
- Must be able to handle cool & hot temperatures for extended periods of time.
- Must be able to remove snow, using a shovel and/or snow blower. (When required).

**Applications Are Available at the Spokane Tribal Enterprises Human Resources Department and can also be downloaded at [www.spokanetribe.com](http://www.spokanetribe.com)**

**Contact: Denise Abrahamson, Human Resources Director**

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**Spokane Tribal Enterprises Reserves the Right to Hire According to Its Indian Preference Policy**

**All Applicants are Subject to a Pre-Employment Drug Screening and Background Investigation**

**All Positions with the Spokane Tribal Enterprises are Subject to a 90-Day Orientation Period**