

Associate Martin General Stores

Position Title: Martin General Store Associate

Reports to (Position): Store Manager. Management team member on duty supervises shift.

Job Summary: Responsible for providing 100% customer satisfaction, and for keeping all areas clean, well-stocked, safe, and appealing. Responsible to collect and register all monies of all sales. Responsible to prepare all food service items. Responsible to clean all aspects of the location. Responsible for controlling inventory and cash by scanning correct prices, or otherwise properly recording merchandise and petroleum transactions. Responsible to operate all equipment within the location. *Persons under 18 have legal limitations, including restrictions in equipment operation.*

A. Primary Responsibilities:

1. Customer Service

- a. Handling all transactions with customers in a friendly, efficient manner
- b. Greeting, offering to assist, counting change due back to customer, and thanking each customer.
- c. Being knowledgeable of all products sold and suggestive selling all merchandise within the store.
- d. Fulfilling requests made by customers, to the customer's satisfaction.
- e. Focusing completely on customers, and providing special assistance to customers as needed.

2. Food Service Operations

- a. Preparing all hot or cold food items according to recipe.
- b. Following all procedures for the safe handling of food items.
- c. Fulfilling any special request made by the customer.

3. Cash and Inventory Handling

- a. Responsible to collect and register all monies or documents from sales.
- b. Responsible for keeping cash in registers to a minimum and for making safe drops as instructed.
- c. Responsible for total balance of Company monies and credit documents.
- d. Responsible for correctly accounting for all inventory movement.
- e. Responsible for abiding by all policies relative to cash and inventory handling, including but not limited to: employee purchases; no purchase or play of lottery while clocked in; no merchandise consumption without payment, except designated "complimentary beverages"

4. Equipment Operation

- a. Responsible for total operation of the cash register.
- b. Responsible for total operation of credit card machines, money order machine, lottery machines, food stamp machines, petroleum equipment, and other equipment.
- c. Responsible for total operation of all deli and food service equipment.
- d. Responsible for informing management of malfunctions in dispensers or other critical equipment, and for following "Lock Out-Tag Out" procedures if any equipment poses a safety risk.

5. Miscellaneous

- a. Perform other job-related duties as may be deemed necessary and assigned by management.

B. Physical Requirements. The job requires the ability to perform all of the functions described.

These activities are required daily, or very frequently: standing for extended periods, walking, reaching, bending, grasping with hands, manipulating with hands, reading, pushing or pulling, and lifting.

Lifting requirements: Duties include lifting objects weighing up to 25 lbs. on a frequent basis, and lifting objects weighing 40 lbs. or more on an occasional basis. All employees are instructed not to lift anything that is too heavy, and to use proper lifting techniques. Loads should be broken down into smaller components where possible. Employees should get help if load weight can't be reduced. ***Squatting and climbing are required occasionally.***

Use of gloves is required daily for safe handling of food and certain other jobs. Gloves are made of latex, vinyl, or similar materials. If allergies to a material exists, attempts will be made to provide other materials.

Hand washing with soap in very warm water and use of cleaning chemicals occurs daily.

C. Additional Responsibilities: *Each store has responsibilities specific to that location. General duties follow.*

1. Cleaning and House Keeping

- a. Sweeping and mopping of all floors within the store, and sweeping parking lot on a daily basis.
- b. Cleaning and sanitation of all equipment inside and cleaning of equipment outside of each location.
- c. Cleaning and facing of shelves, coolers, displays and counter areas.
- d. Emptying of all garbage cans, inside and outside.
- e. Cleaning of all doors and windows, including removal of tape and adhesive residue.
- f. Cleaning of restrooms, eating area, and other facilities, where applicable.

2. Stocking and Pricing

- a. Stocking of all shelves, coolers, displays, supplies, deli items, and cigarettes.
- b. Pricing of store retail items as directed.
- c. Recording discrepancies found in scanning or other pricing, and informing management of same
- d. Responsible to inform store manager of out of stock items or special requests made by customers.
- e. Responsible to face all shelves and coolers as needed, at least once per shift.

3. Inventory

- a. Responsible for properly checking in vendors, where directed, according to company policy.
- b. Responsible for properly recording all fuel product meter readings, where applicable.
- c. Responsible for identifying shoplifters, vendor theft, employee theft, or other possible theft and reporting or documenting same.

4. Security and Safety

- a. Responsible to fill out reports, in the case of customer incidents or employee accidents, giving same to store management, per procedure.
- b. In the case of emergency, accident or incident, responsible for notifying store management, and supervisors or the Risk Manager immediately.
- c. Responsible for vigilance and safekeeping of the store's entire inventory.
- d. Responsible for abiding by all Company policies, and those procedures which pertain to the Associate.
- e. Responsible for informing store manager of physical limitations or changes in limitations immediately.

5. Team Participation

- a. Responsible to assist the store management team in anyway requested.
- b. Responsible to present a professional image acceptable to the company.
- c. Responsible to know and promote company values, a positive environment, and team building.
- d. Responsible to support and follow through with all promotions, programs or procedures as authorized.