



Navajo Nation Oil and Gas Company

P.O. Box 4439 Window Rock, AZ 86515 • Phone: (928) 871-4880 • Fax: (928) 871-4897

Sales Associate/Deli

Position Description

Division:	Navajo Petroleum, LLC
Department:	Retail
Job Code:	SALASSOC
Pay Grade:	NE 1
Hours/week:	Varies
Type of Position:	Varies

Reports to (title):	Store Manager
Job Location:	All Locations
Supervises:	None
Classification:	Non Exempt
Effective Date:	July 01, 2005
Revised Date:	September 25, 2015

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

Sales Associate/Deli position acts as the point of contact for customers. Assist customer(s) with merchandise purchases and to perform the essential duties/responsibilities as outline 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 customers entering convenient store and a departing remark when exiting
- Receive payment by cash, check, credit cards, vouchers, or automatic debits
- Issue receipts, cancels, refund, credits, or change due to the customer
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Maintain orderly checkout areas
- Answer customers questions and provide information on procedures or policies
- Resolve customer complaints
- Calculates total payments received during a shift, and reconciles with the total sales before leaving the end of a shift
- Computes and records totals of all transaction made on assigned register
- Counts currency and coins.
- Stocks, clean, dusts store shelves, cooler, freezer, and deli, on a routine basis.

- Assist with deli – food sales, food prep, cooking, cleaning while ensure compliance with the safe food handling practices, including cleanliness/sanitation, food temperature, expiration date, storage, etc.
- Complies with proper work attire
- Complies with proper sanitation, health, and safety standards
- Assists with inventory count cycles
- Assist with the maintenance and care of gas pump islands
- Assist with maintain and cleaning indoor and outdoor maintenance
- Provides excellent customer service – 5 Step Service
 1. Greet the customer
 2. Direct eye contact
 3. Satisfying the customer’s needs
 4. Properly collecting for the sale
 5. Thank and invite the customer to return
- Safely operates all kitchen equipment
- Understand and maintains correct food temperature requirements
- Sanitizes all equipment and work areas after use
- Keeps deli counters clean and orderly
- Keeps deli floors free of spills and objects
- Reports job related injuries and illnesses
- Other duties as assigned

MINIMUM MANDATORY QUALIFICATIONS

Experience:

- Entry level position

Education:

- High School Diploma or GED

Mandatory Knowledge, Skills, Abilities, and Other Qualifications:

- Must demonstrate customer service on a professional basis
- Must demonstrate basic math, including add, subtract, multiply, or divide accurately.
- Must have or obtain and maintain a valid Food Handler’s Permit
- Ability to communicate information and to listen to understand information presented.
- Ability to help or look for ways to help customers
- Skilled to recognize problems and how to handle according to procedures.
- Skilled to use logic and reasoning to identify the strengths and weaknesses of alternative solutions.

POSITION PREFERENCES

Licenses and

Certifications:

Food Handler’s Permit must be obtained within two weeks of hire.

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 operations of convenient store

NAVAJO/INDIAN PREFERENCE

Navajo Nation Oil and Gas Company is located within the Navajo Nation and, in accordance with Navajo Nation law, has implemented a Navajo/Indian Preference in Employment Policy. Pursuant to this Policy, applicants who meet the minimum qualifications for this position and who are enrolled members of the Navajo Nation will be given primary preference in hiring and employment for this position and members of other federally-recognized Indian tribes will be given secondary preference. Other candidates will be considered only after all candidates entitled or secondary preference have been fully considered.

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

REVIEWED BY		TITLE	
APPROVED BY		TITLE	
DATE POSTED		DATE HIRED	

ACKNOWLEDGMENT

I have reviewed the content of the **Sales Associate/Deli** position description and have been provided a copy of the description. I certify that I am able to 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