



Pump Attendant

SECTION A: KEY JOB INFORMATION

Job Title:	Pump Attendant	Department:	Energy
Retail:	Kindersley & District Co-op	Function <i>(*TIS Retail Only):</i>	Gas Bar/C-Store
Location:	C-Store	Reports to:	C-Store Manager
Retail Revenue:		Job Classification <i>(Career Stream):</i>	Support Services
Revenue/Sales Volume <i>(If Applicable):</i>		Classification Level:	TBD (Non-Mgmt)
Safety Sensitive:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Retail Salary Band:	Union (See CBA)

SECTION B: ROLE OVERVIEW

In a 3-4 sentences, broadly describe the main purpose or function of the job. Indicate what is done and why (outcome).

Responsible to provide an exceptional level of customer service and maintain a safe and efficient operation while adhering to all company policies, procedures, and standards. This includes servicing vehicle(s), filling propane bottles, and operating the point of sale terminal. Assists with opening and closing duties of the Gas Bar, completing general housekeeping duties, assisting team members when necessary, and any other duties as assigned.

SECTION C: KEY JOB RESPONSIBILITIES/JOB TASKS

Describe the job's key (5-8) accountabilities in concise, comprehensive statements. Address what the incumbent does to achieve the job's main purpose. Also indicate the approximate % of time spent on each responsibility annually.

KEY RESPONSIBILITIES	TIME SPENT (%)
Responsible to provide information, assistance, and exceptional customer service to all customers.	
Service customer's needs in fueling their vehicle, cleaning all windows, and with permission from the customer, check under the hood to monitor the condition or levels of their oil, washer fluid.	
Promptly and efficiently handle customer interactions, correctly handling payment options, engaging the team leader when required if errors are made. Be familiar with all bulletins, memos, promotions and updates posted.	
Assist in ensuring that the Gas Bar is ready for business at the start of the day, and secured at the end by: taking out/putting away merchandise, pulling out/retracting the air hose, setting up/taking down the window washing stations, opening/closing the propane dispenser, recording tank gauge readings on propane tank, and any cardlock pump readings.	
Performs general housekeeping duties to ensure all areas of responsibility are safe, organized, clean, and tidy. This includes but is not limited to, cleaning bathrooms emptying garbage's, sweeping, cleaning spills, shoveling, spraying down the carwash, etc.	
Other duties as assigned.	



SECTION D: LEADERSHIP

Indicate the titles of direct/indirect reports to the job and the responsibility for leadership. If the job does not have formal reports, indicate whether it has responsibility for informal guidance of others.

Direct Reports	
Indirect Reports <i>(positions reporting to this role through the direct reports above)</i>	
Guiding Others	

Indicate the type and level of supervision the job receives (i.e., how frequently is work discussed and feedback received?). Indicate what types of decisions are made independently and when work is referred to a supervisor/manager.

Supervision Received	
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SECTION E: QUALIFICATIONS

Indicate the minimum level of education, related experience, and other requirements required to meet the full requirements of the job.

Education	No education required.
Related Experience	Experience in customer service is preferred.
Other Requirements (designations, certifications, specialized training)	Requirements may vary by commodity, but may include: <ul style="list-style-type: none"> • <i>Willingness to work in extreme weather conditions</i> • <i>Propane certification may be required</i>

APPROVALS

Prepared by:	Name:		Date:	
	Title:			
Approved by:	Name:		Date:	
	Title:			
HR Approval:	Name:		Date:	
	Title:			