



ISLETA BUSINESS CORPORATION

Position Description

Position Title:	Sales Associate
Department:	Isleta Travel Center/Isleta One Stop
Level of Responsibility:	Reports to C-Store Manager and Shift Lead
FLSA Classification:	Non-Exempt

General Responsibilities: The Sales Associate is responsible for conducting all individual sales transactions for, both, internal and external customers. Additional responsibilities include conducting inventory, stocking, and performing general upkeep of the Isleta Travel Center and Isleta One Stop store(s).

Retail Operations Core Competencies: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and ability required. Core competencies are those demonstrated competencies required for all inside positions. Position grades are based on demonstrated expertise and experience.*

- **Greet:** Smile when greeting customer(s) both in person and on the phone and use age-appropriate greetings, avoiding slang terms. Be proactive and ask how you may be of service.
- **Sell:** Inform customers of specials and “ask” every customer for another sale during the checkout process.
- **Cashier:** Use excellent cash handling techniques, and maintain 98% scan rates, avoid voids. Confirm purchases prior to ringing items etc. to minimize voids and refunds.
- **Stock:** All sales associates are responsible for stocking assigned areas on a rotational basis.
- **Clean (Inside - Outside):** Everyone in the store is responsible for keeping every area of the store (inside and outside) clean. This includes all parking areas, gas pumps, bathrooms, and common areas.
- **Product Knowledge:** Know what you are selling and demonstrate a confidence of product knowledge to customers.
- **Promotions Knowledge:** Stay current on all promotions and offer them to every customer.
- **Procedures:** Know and learn standard operating procedures for all processes in the store. Suggest proactive changes to processes and/or suggest new process documentation whenever possible to increase operational efficiencies.
- **Policies:** Know and reference company and store policies, and ask questions if they are not understood.
- **Loss Prevention:** Everyone is responsible for loss prevention. Be vigilant in preventing theft. Report any suspicious activity to supervisors. Note time and dates of suspicious events for video, register transaction, or case management review.
- **Inventory:** Understand and participate in inventory processing. Be aware of inventory trends and ask for replenishment of inventory to maximize sales.
- **Teamwork:** Be a team player, teach others, learn from others, and support everyone.

Essential Duties and Responsibilities: *This list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.*

- Accurately operates and conducts purchase transactions through Passport electronic cash registers. Performs arithmetic calculations in order to make change, complete reports and account for numbers of a variety of products during vendor check-in; informs the C-Store Manager or Shift Lead(s) of all sales, cash or operating discrepancies and customer related issues.
- Maintains the general upkeep of the concession area by way of cleaning coolers, fountain drink machines; drink and ice cream coolers; empties trash containers and bins; wipes down the countertops and windows; and sweeps

and mops the flooring. Stocks inventory on a daily basis and as needed. Maintains awareness of all shop floor activity to work towards preventing theft of merchandise

- Responsible for protecting and securing all store assets and company issued property by way of following established policies and procedures, Standard Operating Procedures (SOPs), and loss prevention guidelines.
- Ensures the store(s) are adequately prepped, opened, maintained, and closed by adhering to IBC's Retail Standard Operating Procedures (SOPs).
- Preps and prepares store products to ensure readiness when store opens and throughout the business day. Stocks and maintains shelves, sales area, and grocery items ensuring correct temperatures, refrigeration and frozen food requirements, and in accordance with established sanitary standards. May be required to count and receive incoming inventories from vendors.
- Follows store policies and law when selling controlled substances including alcohol and tobacco products.
- Occasionally may be required to assist with maintaining the external appearance of store to ensure that external property is clean and clear from trash and debris.
- Occasionally performs other duties as needed.

Supervisory Skills:

This position is Non-Exempt and has no supervisory skills.

Knowledge, Skills and Abilities:

- Must be 21 years of age or older.
- Must successfully pass a drug/alcohol test and background investigation.
- Must be able to professionally and tactfully communicate, in English, in an effective and informative manner. Must be able to maintain composure and exhibit respect during all interactions with all guests and must be able to convey denials and defuse hostile gracefully. Second language, preferred.
- Must be able to perform basic mathematics to include, but is not limited to, adding, subtracting, multiplying, and dividing in all units of measure, using whole numbers, common fractions, and decimals.
- Must exhibit a highly developed sense of customer service and interpersonal skills to include a high level of integrity, confidentiality, and respect for all customers and IBC.
- Must possess moderate computer skills and be able to operate Microsoft applications and software and Passport cash registers.
- Must be able to take direction and feedback well and must possess strong organization and time management skills.
- Must be able to accurately and successfully perform several tasks and work well under moderate levels of stress.
- Must be able to work a flexible and varying schedule to include days, evenings, weekends, and holidays.
- Must be able to work cooperatively and professionally both with others and independently.

Educational and Experience Requirements:

- High School Diploma or General Educational Diploma (GED), preferred.
- Three (3) months consecutive cash handling experience and customer service experience, required.
- Must possess and maintain a valid New Mexico Alcohol Server's License (NMASL), or be able to obtain a NMASL within one (1) employment, required.

Working Environment and Physical Requirements: Work is generally performed in an indoor convenient store setting with exposure to second-hand smoke and a moderate noise level. Periodically may be required to work in an outdoor setting with exposure to second hand smoke, gas and chemical fumes, and exposure to harsh weather conditions specific to this region. Occasionally may be required to interact with hostile and/or angry guests.

The physical demands and environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Must be able to stand, walk, and/or sit for extended periods of time.
- Must be able to use both hands and arms to feel, reach, and handle small and large objects.
- Must be able to climb stairs, maintain balance, stoop, kneel, crouch, and/or crawl.

- Must be able to talk and hear.
- Must be able to occasionally lift and/or move up to 50 pounds.
- Must possess specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Disclaimer: The above statements describe the general nature, level and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands and skills required of personnel so classified. Position descriptions are not intended to do and do not imply or create any employment compensation or contract right to any person or persons. Management reserves the right to add, delete or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

Tribal Preference: Isleta Business Corporation (IBC) is an equal opportunity employer with Tribal Preference and Native American Preference hiring policies. All applicants are considered on the basis of their ability to perform the job without regard to individual race, religion, color, sex, age, national origin, disability, marital or veteran status, or any other protected status. IBC is a drug free workplace. Background checks will be conducted.

I have read and understand this explanation and job description.

Print Name (Employee)

Date

Signature (Employee)

Print Name (Manager/Supervisor)

Date

Signature (Manager/Supervisor)