



## Southern Convenience Stores Job Description

**Job Title:** Shift Leader  
**Reports To:** Convenience Store Manager  
**Prepared Date:** 1/26/2010  
**Revised Date:** 1/16/2019

### SUMMARY

Shift Leaders are responsible for providing customers with an exceptional buying experience. Shift Leaders accept responsibility, especially when management is absent from the store. Shift Leaders have more required tasks than a Sales Associate as described below:

### RESPONSIBILITIES BY COMPETENCY: (*\*denotes an essential function of the position*)

#### Business Results Orientation

- *\*Accept responsibility for controlling the inventory and company assets on the shift.*
- *\*Lead the shift by example to ensure maximum productivity of every staff member, including self.*
- *\*Protect company assets at all times by following asset control policies.*
- *\*Observe shift operating hours at all times and follow the work schedule as posted, unless a change in schedule is arranged with Store Manager. Properly posts all hours worked and signs verifying all hours worked.*
- *\*Ensure store merchandise is properly stocked on shelves and in coolers.*
- *\*Maintain regular attendance and follow designated safety practices.*
- Perform other duties not listed as required.

#### Communication

- Responsible for monthly safety meetings and posting Safety Meeting sheet by the first of each month.
- *\*Advise Store Manager of any personnel situations or policy violations having an adverse effect on store operating performance.*

- \*Report all accidents, maintenance issues and customer incidents to Store Manager immediately and complete proper paperwork and communicate through log book.
- \*Responsible for delegating any necessary tasks per shift and ensuring proper shift change procedures are followed.
- Ensure proper usage of the video system and oversee tracking system, rotation and viewing of security system with disks.

### **Customer Service Orientation**

- \*Greet customers and offer any extra assistance and handle any customer complaints, comments or suggestions.
- \*Operate the POS system executing each of the 5 steps of the transaction: ***Greeting, Quick Transaction, Suggestive Sell, Correct Change, and Proper Closing.***
- \*Lead by example and verbally coach other employees on how to deliver the best customer service.
- \*Lead by example and suggestive sell products with every transaction.
- Be knowledgeable about all store promotions and employee promotions.
- Utilize all company programs to the fullest extent in order to provide full satisfaction to the customer and make customer recoveries when necessary.

### **Developing Talent**

- \*Train and follow up with new sales associates on store procedures.
- \*Follow and enforce all company policies and procedures as defined in the Policy/ Training Manual or other guidelines.
- Complete specific tasks as assigned by Store Manager.
- Continually work to enhance knowledge of store operations.
- \*Follow proper safety techniques/ guidelines and encourage others to do the same (ie: lifting, proper cleaning chemicals, knowledge of safety practices and equipment, knowledge of accident notification and forms)
- Complete training required for Shift Leader certification.
- \*Complete CDP certification requirements for a Shift Leader within required timeframe.

### **Safety**

- Complete store safety inspections monthly.
- Attend and participate in safety meetings.
- \*Work diligently to correct safety deficiencies in a timely manner.
- \*Complete safety training required for this position.
- \*Follow all safety policies and procedures.
- \*Inform Owner of unsafe conditions and behaviors, and recommend how to correct or eliminate them.
- \*Report all work-related injuries immediately, and seek Owner approval to authorize medical treatment.
- Cooperate with the medical provider, and follow the treatment plan and Return-To-Work Program.
- Work hard to avoid preventable accidents.

### Technical Expertise

- \*Knowledgeable on how to change fuel prices after receiving information from Store Manager or Assistant Store Manager.
- \*Responsible for performing inventory counts on departments assigned by Store Manager.
- \*Responsible for ordering merchandise in the store and using the appropriate tools such as build to sheets, etc.
- Knowledge on how to complete the daily paperwork, including entering daily invoices, excluding daily deposit.
- \*Responsible for assisting with fuel inventory controls, including monthly preventative maintenance checks.
- Responsible for assisting in ensuring all equipment in store is functioning properly and is receiving proper preventative maintenance checks.
- Conduct monthly safety meeting as directed.
- \*Adhere to all company policies outlined in the policy manual and inform management when others are not following correct policies or procedures.
- \*Responsible for car wash trouble shooting and resetting of equipment if necessary. (In applicable locations)

### SUPERVISORY RESPONSIBILITIES

This position has no direct reports.

### QUALIFICATIONS

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, skill, and/ or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. (*\*denotes an essential qualification of the position*)

**Education:** \*Required: Equivalent to High School diploma

**Experience:** \*Over 3 months up to and including 12 months convenience store experience.

**Language Skills:** \*Ability to read, write, speak, and understand English in a manner that is sufficient for effective communication with groups of managers, clients, customers, and the general public.

**Skills and Abilities:** Ability to perform routine duties involving use of various procedures and application to clearly prescribed standards and practices which require the making of minor decisions and use of some judgment as to the method of performance.  
(May be representative, but not all-inclusive of those commonly associated with the position)

**Technology, Tools  
And Equipment:**

\*Computer, \*Cash Register, \*Telephone, \*Other equipment necessary for convenience store operations, \*Copy/Printer/Fax, \*Hepatitis A vaccination where required.

**Certifications, License**

**And/or Registrations:** Required training classes include but not limited to Work With Difficult People, Coach for Performance Improvement, and Communicate to Lead. Attendance and successful completion required. Shift Leader certification if promoted from within the company.

**PHYSICAL DEMANDS**

The physical demands described below 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 functions.