Island Enterprises Incorporated
Job Description

Position: Customer Service Associate
Department: Kamilche Trading Post
Date: 03/23/2021
Reports to: Store Manager
Hourly Rate: $13.69
Position Opens: 03/29/2021
Position Closes: 04/09/2021

SUMMARY: The employee occupying this position will be required to perform a variety of duties that are centered on serving our valued customers in the most hospitable way possible. This position requires great customer service skills, the willingness to learn and serve. Some prior cashier experience preferred.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The essential duties include the following and other duties may be assigned as needed:

Performs cashier duties; operates cash register including opening and closing of till, and related and similar paperwork;
Must be able to provide pleasant and courteous service to our customers; assists customers and responds to questions and requests in a pleasant, timely and helpful manner;
Must meet minimum cash handling requirements and will be accountable for cash and receipts during each shift;
Ensures the store is clean and organized; performs custodial work, such as mopping, dusting, and picking up trash inside and out;
Requires heavy lifting of store inventory up to 50lbs;
Will stock shelves as needed;
Must be able to work all shifts including evening, weekend and holidays.

SUPERVISORY RESPONSIBILITIES: None.

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

CUSTOMER SERVICE SKILLS: Always ensures our customers are treated in a polite and courteous manner.

SAFETY and SECURITY: Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

ATTENDANCE/PUNCTUALITY: Is consistently at work and on time for meetings and appointments. Attendance and punctuality will be monitored and will be subject to hand book policies and procedures.

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.

CONFIDENTIALITY: This position requires strict confidentiality.

Must be able to pass a criminal background check to be hired.

EDUCATION and/or EXPERIENCE: High School graduation or General Education Degree (GED); or equivalent combination of education and experience.

DESIRED QUALIFCATIONS: minimum experience in retail environment; customer service experience; prior cashier experience with POS scanning systems; ability to prepare starting and ending cashier till (per shift); ability to deal with public, courteous, pleasant and with strong customer service.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence and memos and ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to guests, and other employees of the organization.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure.

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved written oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS: The physical demands 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 functions.

While performing the duties of this job, the employee is regularly required to stand in place for several hours at a time; walk and reach with hands and arms. The employee is frequently required to sit; use hands to finger, handle, or feel with frequent hand and wrist movements; and talk or hear; climb or balance; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision depth perception and ability to adjust focus. The employee will frequently use sharp knifes, box cutters, etc.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to moving mechanical parts, high precarious places, cleaning chemicals and the various atmospheres of a working gasoline station and c-store. The noise level in the work environment is usually moderate.

DRUG FREE WORKPLACE: The successful candidate will be required to follow the Squaxin Island Tribe's drug policies.

INDIAN PREFERENCE: Preference for Squaxin Island Tribal members is in effect for this position.

CONTACT: Human Resources (360) 426-3442