

Northern Peninsula Area Regional Council

POSITION DESCRIPTION

Position number	TBA	Date of last review	February 2023
Position Title	Service Station Assistant		
Award	<i>Queensland Local Government Industry (Stream B) Award – State 2017</i>		
Classification	Band 1 Level 1 – 4		
Department	Community and Regulatory Services		
Section	Retail		
Location	NPA Region		
Employment Type	Permanent Part Time		
Supervisor	Manager, Service Station		
Direct Reports	Nil		

ORGANISATIONAL ENVIRONMENT

Our Vision - Where do we want to be in 5 years?

Build a sustainable, culturally vibrant and connected community

Our Mission - How will we achieve our Vision?

By growing indigenous and local opportunities, enhancing, preserving and protecting our unique physical environment and unique Cultural Heritage, prolonging and enriching the lives of our People, promoting unity and leading multi-generational change.

Our Values - What do we believe in?

1. Community Focused
2. Respect and support for environment, culture and our people
3. Transparency and accountability
4. Working with Stakeholders to plan and actively share responsibility for improving sustainable service provision for community
5. Providing a safe and healthy working environment

CONDITIONS OF EMPLOYMENT

The conditions of employment for this position are in accordance with the *Northern Peninsula Area Regional Council Certified Agreement 2019*, the *Queensland Local Government Industry (Stream B) Award – State 2017*, Council's policies and procedures, Council's Code of Conduct and other legislative requirements.

WORK HEALTH AND SAFETY RESPONSIBILITIES

The employee shall comply, so far as is practicable, with:

- the *Work Health and Safety Act 2011* and associated Regulations and Codes of Practice
- Council's Workplace Health and Safety Policies and Procedures
- instructions given by their Manager in respect of the Health and Safety of themselves and the Health and Safety of other persons

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

PRIMARY OBJECTIVE OF POSITION

Attendants assist customers and handle cash transactions for customers. They also assist the manager to keep the Service Station in good order, restock shelves and deal with supplier deliveries.

KEY ACCOUNTABILITIES

Duties and responsibilities include but are not limited to:

- Provide customer service, selling fuel and a limited range of commodities, mainly grocery lines and car products
- Checking stock use by dates and ensure stock rotation; restock shelves as required
- Provide customer service, selling fuel and a limited range of commodities, mainly grocery lines and car products
- Serving customers at tills, ensuring proper packing of goods, and accurate money handling
- Managing fresh food quality and display; ensuring fridges kept in working order
- Ensuring registers staffed to meet customer flows, and staff breaks covered
- Respond to customer enquiries, report unresolved issues and requests for unavailable stock to manager
- Greeting customers who enter the shop.
- Assisting shoppers to find the goods and products they are looking for.
- Being responsible for processing cash and card payments.
- Stocking shelves with merchandise.
- Answering queries from customers.
- Reporting discrepancies and problems to the supervisor.
- Giving advice and guidance on product selection to customers.
- Dealing with customer refunds.
- Keeping the store tidy and clean, this includes hovering and mopping.
- Assist with customer complaints.
- Attaching price tags to merchandise on the shop floor.
- Responsible for security within the store and being on the lookout for shoplifters and fraudulent credit cards etc.
- Keeping up to date with special promotions and putting up displays.
- Undertake manual handling tasks such as moving stock
- Check stock use by dates and ensure stock rotation; restock shelves as required
- Serve customers at registers, ensuring proper packing of goods, checking out of date products and accurate money handling
- Undertake manual handling tasks such as moving stock
- Perform other duties as required.

SELECTION CRITERIA

Essential

1. Fit and able to move stock in accordance with approved manual handling procedures
2. Retail experience
3. Proven reliable work history, a record of reliable effort with limited supervision
4. Must be able to read and understand instruction, write and count cash accurately
5. Cash handling and EFTPOS experience desirable
6. Understanding of the practical application of WH&S requirements
7. Commitment to present for work reliably and be flexible in approach to allocated duties
8. Customer service focus with an ability to communicate well with staff and clients.

Desirable

1. Current Police Check
2. Current Driver's License or capacity to acquire one
3. Capacity to obtain a First Aid certificate if required
4. Capacity to obtain "Dangerous Goods" handling certificate.

We agree that this Position Description accurately reflects the role.

Employee Name: _____ Signature: _____ Date: _____
(Print)

Manager Name: _____ Signature: _____ Date: _____
(Print)

Exec. Manager Name: _____ Signature: _____ Date: _____
(Print)