

Job Description - Retail Site Manager

COMPANY:	Tasco Petroleum
LOCATION:	Mildura
FUNCTION:	Manage operations of a Company Operated Service Station for TASCO Petroleum, primarily responsible for stock, stock levels, new product lines, POS/BO reporting, staff management and sales.
REPORTING TO :	• Retail Area Manager and Retail Manager,
LIAISING WITH:	This role involves regular communication with others such as: • Marketing/ Operations Manager • Payroll and Human Resources Team • Environment Health and Safety team • Company Auditor • Customers, suppliers and external auditors
KEY CRITERIA:	1. Employee must be: 1.1. An excellent communicator both written and verbal 1.2. Professionally assertive 1.3. Competent and accurate with data entry 1.4. Able to identify and investigate discrepancies and able to solve problems 1.5. Able to implement systems and motivate staff to achieve high levels of efficiency in the operation of relevant Retail systems, including clear delegation of responsibilities to others 1.6. Highly organized with good time management skills 1.7. Able to deal with difficult behaviours and negotiate positive outcomes 1.8. Team orientated 1.9. Knowledgeable about basic Environmental Health and Safety 1.10. Able to function within varied roles in relation to Service Station and Kitchen Operations. 1.11. Understand stock procedures and the reconciliation process 1.12. Aware of the staff Award, and procedures in employing, managing and terminating employees
EXPERIENCE:	2. Incumbent must have: 2.1. Minimum 2 years' experience in a supervisory role 2.2. High level of accuracy with cash control and stock management 2.3. Hands on knowledge of the fuel industry desirable 2.4. Demonstrated ability to supervise, instruct and evaluate retail performance

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- 2.5. Demonstrated ability to prioritise work-flows for self and others
- 2.6. Experience with Microsoft Word & Excel or similar package
- 2.7. An awareness of Environment Health and Safety procedures

KEY DUTIES:

- 3. Duties:
 - 3.1. Supervising the staff for efficiency in the day-to-day running of the site.
 - 3.2. Ensure site is adequately stocked and goods are ordered as needed per site schedule to avoid over stocking and stock outs.
 - 3.3. Oversee food service and ensure that menu items are consistently prepared, served and waste levels managed to food safety and quality standards
 - 3.4. Ensure presentation and hygiene standards on site are compliant and of the highest standard, particularly in food service areas which are to be kept at the highest possible standards at all times
 - 3.5. Apply all Tasco Petroleum HR and Safety policies and procedures
 - 3.6. Plan and prepare work schedules and assign employees to specific duties/rosters.
 - 3.7. Preparation of periodic electronic timesheets – ensuring the accuracy of hours worked ready for submission to payroll by 9.30am on paydays.
 - 3.8. Interviewing and training of new staff.
 - 3.9. Ensure that promotions are consistent with the Tasco Petroleum approved Buying Group.
 - 3.10. Maintain quality records.
 - 3.11. Reporting any major issues or concerns to the Retail Area Manager.
 - 3.12. Ensure daily reconciliations and banking are completed within designated timeframe
 - 3.13. Complete stock takes and reconciliations.
 - 3.14. Identification and investigation of stock losses in liaison with Area Manager & Company Auditor.
 - 3.15. Ensure that the end of month processes is completed according to established procedures.
 - 3.16. Completing reports relating to Environment Health and Safety and investigation of any accidents or incidents.

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3.17. Undertake Return to Work planning and supervision duties as assigned for injured site staff in liaison with TASCO Human resources team.

3.18. Any other duties as directed by relevant management.

**RESPONSIBILITIES
AND
ACCOUNTABILITY:**

4. The incumbent is responsible for and must be capable of:
- 4.1. Adhering to and complying with policies and procedural requirements
 - 4.2. Coordinating safety meetings quarterly
 - 4.3. Communicating with all levels of staff and management.

JOB DIMENSIONS:

5. Designated functions include:
- 5.1. Managing the staff and facilities at the Service Station and Restaurant within guidelines and as reasonably directed by management
 - 5.2. Performance Targets may be set annually

**SPECIAL
REQUIREMENTS**

6. Any pre-existing injuries that may restrict, limit or hinder the employee in carrying out the described duties must be reported in writing before commencement of employment to the Human Resources Manager. Non-disclosure could impact on ability to access Insurance entitlements in the event of an accident, injury or Workcover claim.

TRAINING:

7. Maintain relevant industry knowledge through attendance at training sessions and any other relevant and approved training opportunities.

**LEVEL OF
DELEGATED
AUTHORITY:**

8. The employee will have authority to act within the limits of this Position Description providing the actions of the incumbent:
- 8.1. Do not incur unauthorised expenditure
 - 8.2. Contravene policies and procedures that apply throughout the Company.
 - 8.3. Infer or acknowledge possible causes or liabilities to the detriment of the Company or are likely to harm or otherwise affect its public image.
 - 8.4. Are in contravention of the relevant Conditions of Employment.
 - 8.5. Breach the confidential nature of the work

**CONDITIONS OF
EMPLOYMENT:**

Other conditions of employment will be in accordance with the appropriate Award.

**PERFORMANCE
APPRAISAL:**

Performance appraisal and performance improvement will be carried out using appropriate Tasco Petroleum programs.

The incumbent shall be included in the Tasco Petroleum Retail Bonus Scheme as implemented, or amended, from time to time.