

Position Description

Console Operator

Position Details

- **Position Title:** Console Operator - Casual
- **Classification:** Level 4 (Under the *Vehicle Repair, Services and Retail Award MA000089*)
- **Location:** AMPOL Kerang, 80 Bendigo Road, Kerang Vic 3579
- **Reports To:** Site Manager / Supervisor

Position Purpose

The Console Operator manages the fuel console, processes customer transactions, maintains store cleanliness, and delivers friendly customer service while ensuring site security and safety standards are met.

Key Responsibilities and Duties

Customer Service & Sales

- Operate the fuel console and electronic cash register accurately.
- Handle cash, EFTPOS, credit card, and fuel card transactions.
- Greet customers and assist with inquiries or store products.
- Upsell promotional items, food and drinks.

Forecourt & Store Operations

- Monitor fuel pumps from the console screen to track transactions.
- Restock shelves, fridges, and displays to keep the shop full and tidy.
- Check stock levels and report low inventory to the manager.
- Perform routine cleaning tasks, including sweeping, mopping, toilets and cleaning counter areas.

Safety & Security

- Observe forecourt activity to prevent drive-offs, theft, and safety hazards.
 - Enforce safety rules, such as no smoking or mobile phone use near fuel pumps.
 - Follow emergency shut-off procedures for fuel pumps when necessary.
 - Report security incidents, accidents, or damaged equipment to management immediately.
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Skills and Qualifications

- **Experience:** Previous cash handling or retail experience is preferred, but full on-the-job training is provided.
 - **Communication:** Good English verbal skills and a friendly, helpful attitude.
 - **Reliability:** Punctual, trustworthy, and able to work unsupervised (especially during solo or night shifts).
 - **Physical Requirements:** Ability to stand for long periods and lift light stock items.
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Training Provided:

- ACAPMA Fuel Industry Retail Training Packages.
 - Health, Safety, Security, and the Environment (HSSE) procedures
 - Safe Food Handling
 - Retail security Precautions
 - Correct Manual Handling Techniques
 - Emergency Response including use of Fire Extinguishers
 - Any other training necessary for a safe and compliant workplace.
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Working Conditions

- Flexible availability to work rotating shifts, including early mornings, late afternoons, weekends, and public holidays.
 - Adherence to company uniform and personal protective equipment (PPE) guidelines.
 - Mandatory Drug and Alcohol testing will be conducted without notice.
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