



## Responsibility Statement Customer Service Representative / Lead Customer Service Representative

### Summary:

Specializes in providing outstanding service to customers while running a register and working on the sales floor; ensures that items meet the required stock levels and presentation standards; and that cleanliness and safety standards are met or exceeded; greets customers in a friendly manner and suggestively sells products to help increase sales; makes effort to ensure that customers leave with a good impression of the Company and are likely to return

<b>Top Organization:</b>	Operations	<b>Job Location:</b>	Store
<b>Job Profile:</b>	Customer Service Representative FT Customer Service Representative PT Customer Service Representative Lead FT Customer Service Representative Lead PT	<b>Reports To:</b>	General Manager
<b>Job Family Group:</b>	Store Group	<b>Job Family:</b>	Store Hourly
<b>Position Type:</b>	Full-time / Part-time	<b>Scheduled Hours:</b>	FT – 40 / PT – less than 30
<b>Management Level:</b>	6 Individual Contributor	<b>Grade(s):</b>	Store
<b>Pay Rate Type:</b>	Hourly	<b>Job Exempt:</b>	No
<b>Effective Date:</b>	3/9/1993	<b>Revision Date(s):</b>	4/28/1999 (updated); 1/1/2009; 1/1/2011; 6/23/2015 (updated); 10/19/2015; 11/1/2017; 6/1/2021

### Responsibilities:

- Provides positive, personalized customer service by greeting each customer in a friendly manner, assisting with purchases, suggestively selling and making sure products are available for purchase
- Runs a Point of Sale (POS) system and monitors customer lines in order to expedite the sales process; interrupts all other activity when customer service is needed
- Maintains knowledge of products and services offered by the Company and knows how to complete associated transactions
- Adheres to federal, state and local regulations and prohibits the sale of age restricted products to individuals under the minimum age requirement
- Takes an active role in promoting programs introduced by the Company; ensures established standards are adhered to
- Listens and responds to customer requests, follows immediate customer satisfaction guidelines to resolve customer concerns and forwards information to Management as needed
- Cleans and maintains the store area including, but not limited to, cleaning counters, equipment, floors, cabinets and external areas. Performs light maintenance duties as assigned
- Helps ensure equipment is operating correctly. Communicates to Management when maintenance is needed
- Learns and follows applicable policies and procedures including, but not limited to, grooming, cleanliness, uniform policy, eating, drinking and smoking policy and overall professional appearance, as is outlined in the Company Operations Manual
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into daily job performance and assists in maintaining a safe environment for customers, employees and self

- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Helps ensure proper stock levels, dating and rotation of all food products and supplies
- Attends Company required training programs; assists in training fellow store associates on existing and new training programs as needed
- Provides suggestions for and actively participates in improving sales, margins and execution of merchandising and marketing programs
- Reports all time worked, on or off site, for appropriate compensation
- Completes other duties as assigned by Management

**Additional responsibilities for Lead Customer Service Representative:**

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment, which includes weekends, evenings and other high activity periods
- Handles escalated customer concerns and emergencies in absence of the General Manager. Seeks appropriate resolution for the situation while observing Company guidelines
- Responds quickly to all emergencies for the safety and security of customers and employees and notifies the appropriate individuals
- Promotes store sales and selling initiatives and encourages the team to strive to reach goals and objectives
- Accurate and timely processing of Daily Sales Reporting in absence of General Manager
- Participates in the store's Cigarette Inventory Control as needed for physical and retail dollar value. Completes a full scan count of all packs and cartons once per month for BlueCube ordering accuracy

**Education Requirements:**

- No requirement

**Experience Requirements:**

- Customer service experience preferred

**Skills and Attributes:**

- Basic computer skills
- Exceptional customer service skills
- Good verbal and written communication skills
- Understanding of store functions and operations
- Capable of working in a fast-paced environment and ability to work as a member of a team
- Ability to model proper workplace behavior, including being respectful, honest and fair

**Physical Job Demands:**

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

**Note: Not authorized to drive for Company business**

*This job description is intended to describe the general nature and level of the work being performed by the individuals assigned to this job. This is not an exhaustive list of all duties and responsibilities. Management reserves the right to amend and change the duties and responsibilities of this job to meet business and organizational needs as necessary.*



## Responsibility Statement Specialist, Foodservice / Café / Lead

### Summary:

Provides outstanding service to all customers with a key focus on the foodservice area; ensures that all food items meet the required stock levels and presentation standards; and that all cleanliness and food safety standards are met or exceeded, greets customers in a friendly manner and suggestively sells and samples items to help increase sales

<b>Top Organization:</b>	Operations	<b>Job Location:</b>	Store
<b>Job Profile:</b>	Specialist Foodservice FT Specialist Foodservice PT Specialist Café Foodservice FT Specialist Café Foodservice PT Specialist Lead Foodservice Café Specialist Lead Foodservice Restaurant	<b>Reports To:</b>	General Manager, Branded Foods Restaurant Manager, or Café Manager
<b>Job Family Group:</b>	Store Group	<b>Job Family:</b>	Store Hourly
<b>Position Type:</b>	Full-time / Part-time	<b>Scheduled Hours:</b>	FT – 40 / PT – less than 30
<b>Management Level:</b>	6 Individual Contributor	<b>Grade(s):</b>	Store
<b>Pay Rate Type:</b>	Hourly	<b>Job Exempt:</b>	No
<b>Effective Date:</b>	1/1/2004	<b>Revision Date(s):</b>	9/1/2006; 11/15/2010; 5/15/2012; 10/19/2015; 11/1/2017; 1/1/2018; 2/6/2018 (updated); 6/1/2021

### Responsibilities:

- Ensures proper preparation, presentation and maintenance of stock levels for all foodservice products available to the customer
- Provides personalized customer service by greeting each customer, assisting with purchases, suggestively selling and making sure all food products are available and ready for consumption
- Takes an active role in promoting new foodservice programs introduced by the Company
- Assists in code-dating food items to ensure quality and safety. Follows all food sanitation guidelines
- Helps ensure proper storage, dating and rotation of all food products and supplies
- Actively promotes foodservice items through regular sampling initiatives, engages in suggestive selling and communication of promotional items and specials
- Cleans and maintains the foodservice area including, but not limited to, cleaning counters, equipment, floors and cabinets. Performs light maintenance duties as assigned
- Helps ensure all equipment is operating correctly. Communicates to Management when maintenance is needed
- Monitors customer lines at the Point of Sale (POS) system and opens additional registers as needed, in order to expedite the sales process
- Learns and follows all applicable procedures outlined in the Company Food Service User's Guide
- Listens and responds to customer requests and forwards necessary information to Management
- Maintains knowledge of current sales/goals for each food category, food safety compliance inspections and the Speedway Customer Ready Worksheets
- Attends Company required training programs; assists in training fellow store associates on existing and new training programs as needed
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities

- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Provides suggestions for and actively participates in improving sales, margins and execution of all foodservice programs
- Reports all time worked, on or off site, for appropriate compensation
- Completes other duties as assigned by Management

**Additional responsibilities for Café Foodservice Specialist:**

- Provides service to the Café foodservice area and ensures that all food items meet the required food quality
- Ensures customers are treated as Café guests and that orders are completed in a timely and friendly manner
- Demonstrates kiosk use, monitors customer lines at the kiosk and assists customers when ordering to expedite the sales process
- Completes all Café training documents and follows all applicable procedures
- Completes the Speedy Café Customer Ready Worksheets
- Assists in training fellow Café associates on existing and new training programs as needed

**Additional responsibilities for Lead Foodservice Specialist:**

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment, which includes weekends, evenings and other high activity periods
- Handles escalated customer concerns and emergencies in absence of Manager. Seeks resolution for the situation while observing Company guidelines
- Responds quickly to all emergencies for the safety and security of customers and employees, and notifies the appropriate individuals of critical food safety items immediately
- Helps ensure all merchandising and marketing programs are executed properly
- Assists in auditing foodservice inventory and manages on-hand quantities to ensure product availability and inventory accuracy

**Education Requirements:**

- No requirement

**Experience Requirements:**

- Foodservice/customer service experience preferred

**Skills and Attributes:**

- Basic computer skills
- Exceptional customer service skills
- Good verbal and written communication skills
- Understanding of store functions and operations
- Capable of working in a fast-paced environment and ability to work as a member of a team
- Ability to model proper workplace behavior, including being respectful, honest and fair

**Physical Job Demands:**

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

**Note: Not authorized to drive for Company business**

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## Responsibility Statement Specialist, Lead Foodservice Trainee

**Summary:**

Serves as a trainee for a specific training period with the intention to prepare for responsibilities as a Lead Foodservice Specialist; learns essential aspects of the Lead Foodservice Specialist job and demonstrates successful completion prior to being promoted; learns how to serve as the leader and to oversee the Restaurant or Café operations during a designated shift; and learns how to help ensure that the Restaurant or Café operates efficiently and in compliance with applicable federal, state and local laws and Company policies

<b>Top Organization:</b>	Operations	<b>Job Location:</b>	Store
<b>Job Profile:</b>	Specialist Lead Foodservice Trainee Café Specialist Lead Foodservice Trainee Restaurant	<b>Reports To:</b>	Branded Foods Restaurant Manager or Café Manager
<b>Job Family Group:</b>	Store Group	<b>Job Family:</b>	Store Hourly
<b>Position Type:</b>	Full-time	<b>Scheduled Hours:</b>	40
<b>Management Level:</b>	6 Individual Contributor	<b>Grade(s):</b>	Store
<b>Pay Rate Type:</b>	Hourly	<b>Job Exempt:</b>	No
<b>Effective Date:</b>	11/1/2017	<b>Revision Date(s):</b>	1/1/2018; 2/6/2018 (updated); 6/1/2021

**Responsibilities:** (The following are to be learned and practiced during the training period)

- Provides customer service leadership and direction for a designated shift and team of employees working in the same location
- Provides service to the foodservice area and ensures all food items meet the required food quality
- Provides training and coaching to employees, ensuring foodservice positions are staffed to appropriately handle specific food preparation in compliance with Restaurant and/or Café procedures and food safety policies to meet customer service needs
- Fosters an environment focused on customer service and satisfaction
- Helps to ensure that all employees follow all Company policies as detailed in the Operations Manual, Food Service User's Guide, other foodservice guides and in compliance with federal, state and local laws
- Works in tandem with all Management of the store to ensure leadership is available to customers and employees at all times
- Provides needed assistance in all aspects of store and food operations and holds a key leadership role when the Manager is not on duty
- Helps ensure that all required reports and paperwork, including but not limited to, the Speedway Standards worksheet, temperature log, etc., are completed in a timely fashion
- Handles escalated customer concerns and emergencies in absence of Manager. Seeks appropriate resolution for the situation while observing Company guidelines
- Helps ensure all merchandising and marketing programs are executed properly
- Learns how to audit foodservice inventory and manages on-hand quantities to ensure product availability and inventory accuracy
- Escalates critical food safety items immediately
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into day-to-day job performance. Maintains a safe environment for all customers and employees
- Follows and complies with all health and sanitation procedures
- Ensures prompt and accurate reporting of any accidents

- Provides support to foodservice area as needed, often beyond regularly scheduled work times. If not available, ensures that a reliable backup has been provided
- Learns essential aspects to the foodservice job and demonstrates successful completion of all related foodservice training
- Learns how to perform and supervise all minor maintenance tasks in order to eliminate inconvenience to the customers
- Promotes and maintains a clean and organized store appearance inside and out
- Orders products, verifies deliveries and posts accurate invoices as directed by the Manager
- Follows and complies with all health and sanitation procedures and adheres to safe work practices
- Completes other duties as assigned by Management

**Education Requirements:**

- No requirement

**Experience Requirements:**

- Retail and/or fast food experience preferred
- Completion of required training program

**Skills and Attributes:**

- Basic computer skills
- Exceptional customer service skills
- Strong understanding of food safety
- Excellent communication skills and the ability to research and resolve issues
- Good understanding of store functions and operations
- Knowledge of all types of store transactions and related programs
- Capable of working in a fast-paced environment and ability to work as a member of a team
- Ability to model proper workplace behavior, including being respectful, honest and fair

**Physical Job Demands:**

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and in the cooler
- Ability to stand for an entire shift if/as required

**Additional Requirements:**

- Available to work a variety of shifts and/or days of the week consistent with the demands of the retail environment, which includes weekends, evenings and other high activity periods
- Reports all time worked, on or off site, for appropriate compensation

**Note: Not authorized to drive for Company business**

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**Responsibility Statement**  
**Fuel Attendant**  
**(New Jersey Only)**

**Summary:**

Services automobiles, trucks and other automotive vehicles and approved portable containers with gasoline or diesel fuel; ensures that safety standards are met or exceeded; greets customers in a friendly manner and makes an effort to ensure that customers leave with a good impression of the Company and are likely to return

<b>Top Organization:</b>	Operations	<b>Job Location:</b>	Store (New Jersey Only)
<b>Job Profile:</b>	Fuel Attendant FT Fuel Attendant PT	<b>Reports To:</b>	General Manager
<b>Job Family Group:</b>	Store Group	<b>Job Family:</b>	Store Hourly
<b>Position Type:</b>	Full-time / Part-time	<b>Scheduled Hours:</b>	FT – 40 / PT – less than 30
<b>Management Level:</b>	6 Individual Contributor	<b>Grade(s):</b>	Store
<b>Pay Rate Type:</b>	Hourly	<b>Job Exempt:</b>	No
<b>Effective Date:</b>	5/11/2018	<b>Revision Date(s):</b>	5/29/2018 (updated); 6/1/2021

**Responsibilities:**

- Fills fuel tank of motor vehicles or approved portable containers with gasoline or diesel fuel to level specified by customer
- Provides customers with positive, personalized customer service
- Adheres to federal, state and local regulations with safety, environmental and maintenance standards
- Ensures outside dispenser area is in a clean and organized manner; collects trash from receptacles and cleans dispenser area as needed
- Demonstrates a high value for Health, Environment, Safety and Security (HES&S) issues, initiatives and programs in both personal and organizational responsibilities
- Integrates HES&S into daily job performance and assists in maintaining a safe environment for customers, employees and self
- Follows and complies with all health, sanitation and safe work practices and procedures for handling gas and complies with all Company policies and procedures
- Maintains knowledge of products and services offered by the Company
- Performs sales transactions related to fuel purchases
- Complies with safe money handling procedures and secure transaction practices
- Helps ensure equipment is operating correctly. Communicates to Management when maintenance is needed
- Responds quickly to all emergencies for the safety and security of customers and employees, and notifies the appropriate individuals accordingly
- Reports all time worked, on or off site, for appropriate compensation
- Completes other duties as assigned by Management

**Education Requirements:**

- No requirement

**Experience Requirements:**

- Practical experience dispensing fuel under the direct supervision of an experienced operator for a period not less than one full working day

**Skills and Attributes:**

- Basic computer skills
- Exceptional customer service skills and good verbal communication skills
- Understanding of store functions and operations
- Capable of working in a fast-paced environment and ability to work as a member of a team
- Ability to model proper workplace behavior, including being respectful, honest and fair

**Physical Job Demands:**

- Ability to occasionally lift of objects up to 50 pounds
- Ability to frequently lift objects up to 10 pounds
- Ability to rarely perform repeated climbing and fine hand manipulations
- Ability to occasionally perform repeated squatting/kneeling/stooping, twisting and pushing/pulling
- Ability to frequently perform repeated bending and reaching
- Ability to continuously perform repeated simple hand grasping
- Ability to work in intermittent temperature for short periods of time, e.g., outside at the pumps and/or in the cooler
- Ability to stand for an entire shift if/as required

**Note: Not authorized to drive for Company business**

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