



MESCALERO APACHE TRIBE

JOB ANNOUNCEMENT

Position Title:	Customer Service Representation (Kiosk- Outside)	
Department:	Gas Company	Pay grade: Non-Exempt/NE4
Open date:	May 21, 2024	Closing date: Open until filled

Job Summary

Incumbent is under the supervision of the Gas Company Office Manager *and* Director. However, in the absence of the immediate supervisor, next in command according to the chain will be in charge. The incumbent is responsible for providing the highest level of customer service by assisting all customers with a positive attitude. Incumbent will answer phone calls and respond to questions thoroughly.

This position description may not include all of the listed duties, nor do all of the listed examples include all tasks, which may be found or assigned to this position.

Duties and Responsibilities

- Provides high level of customer service to employees, vendors, tribal members and other clients who come in.
- Ensure bank is at seventy-five dollars (\$75.00) at beginning and end of shifts.
- Must be willing to learn to enter all data and other pertinent information into the RCC software system. (I.e. name, address, telephone, etc.).
- Must be willing to learn how to enter all data correction with MOGO and RCC.
- Before customer leaves, ensure verification is correct and accurate.
- Ensure to follow the process of “will-call” tickets for drivers to include amount of gallons needed, payment type, and delivery address.
- Count cash back to customers to ensure accuracy.
- Must be willing to learn regularly review account history, credit and outstanding balances.
- Responsible for end-of-shift closing to ensure cash is balance and daily sales tickets are balanced and daily sales tickets are balanced and matched with daily receipts.
- Responsible for accurate Balances of credit/debit cards.
- Works closely and collaboratively with Office Manager to ensure that paperwork is completed and corrections are done with accuracy.
- Works collaboratively within a TEAM and teamwork environment.
- Maintains a clean and organized work area.
- Performs other duties as assigned.

Minimum Qualifications

- High School Diploma or GED.
- A minimum of one-year cashier experience or in related field of customer service.
- Must possess a positive attitude, team oriented and offer a high level of customer service.
- Must be dependable and reliable transportation.
- Must be willing to work all shift to include evenings, weekends and holidays.

Tribal preference and Native American Indian preference shall apply to all positions.

Knowledge, Skills and Abilities

- Knowledge of basic arithmetic.
- Knowledge of cash register operations, sales methods and techniques.
- Skill in accurately using a cash register and making change.
- Ability to work extended hours and various work schedules.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to follow instructions in verbal and written format.
- Ability to use good judgment and foresight.

Physical Demands

While performing the duties of this job, the employee regularly is required to stand; walk, lift, bend, sit; use hands, arms and fingers. The employee occasionally lifts/or move up to 100 pounds.

Work Environment:

Work is performed in a small kiosk area at the gas pumps or in an office with direct contact to the public.