

NELLA OIL COMPANY JOB DESCRIPTION

JOB TITLE: TEAM MEMBER “MANAGER”

PREPARED BY: Michael Belles

DATE: 7/1/05

APPROVED BY: Steve Heller

DATE: 7/1/05

SUMMARY: Manages a NELLA Convenience Food Store engaged in selling general lines of merchandise, prepared foods, and gasoline, by performing the following duties shown below. Is responsible for directing the day-to-day operating activities of the assigned store in accordance with Company image, profitability, guest service, safety, and personnel standards. This position reports to the Area Manager responsible for the location.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Give all guests prompt and courteous service.
- Executes the minimum expectations required for a Store Manager as outlined by Company policy.
- Work the Standard Day Schedule for Store Managers as required by the Company.
- Responsible for all aspects of operating a 24 hour location.
- Performing a competition price survey as required by Company procedures.
- Supervises team members engaged in sales work required in the daily operation of the site including performance reviews, discipline, scheduling, training and recommended promotions.
- Ensures compliance of team members with established security, sales, safety, and record keeping procedures and practices.
- Recruits and interviews potential Store Team Members.
- Conducts safety program and enforces observance of safety regulations.
- Completes all Environmental tasks and programs as required by Company policy.
- Complete all certifications as required by governmental agencies and Company policy.

GENERAL RESPONSIBILITIES & REQUIREMENTS:

- Possession of a valid and appropriate Driver's License and automobile insurance in accordance with Company Standards.
- Promote and support Company image standards.
- Adheres to all city, county, and state regulations including verifying age with a valid I.D. for age restricted sales.
- Presents a neat, clean appearance in uniform as prescribed by the Company.
- Work in a "SAFE" manner at all times and report all accidents immediately.
- Monitors the operations of store equipment for proper functioning; performs minor or routine repairs or adjustments as needed. Reports broken equipment to the office which was not repaired at store level.

SUPERVISORY RESPONSIBILITIES: Directly supervises team members in the Flyers Convenience Store. Carries out supervisory responsibilities in accordance with Nella's policies and applicable laws. Responsibilities include interviewing, hiring, training team members; planning, assigning, and directing work; appraising performance; rewarding and disciplining team members; scheduling; addressing complaints and resolving problems.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE: Associate's Degree (A.A.) or equivalent from a two-year college or technical school; or six months to one year related experience and/or training in the management of retail operations; or equivalent combination of education and experience.

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LANGUAGE SKILLS: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to effectively present information in one-on-one and small group situations to guests and team members. Ability to communicate with guests using the intercom system for instructions and plus selling.

MATHEMATICAL SKILLS: Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and volume. Ability to apply concepts of basic algebra.

REASONING ABILITY: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member is regularly required to stand and talk or hear. The team member frequently is required to walk. The team member is occasionally required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The team member must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the team member occasionally works in high, precarious places; in outside weather conditions; and is occasionally exposed to fumes or airborne particles, toxic or caustic chemicals, extreme cold, and risk of electrical shock. The noise level in the work environment is usually moderate.