



# Position: 20210512-Irini “Convenience Store Clerk”

**Location:**  
Big John's  
Kenai/KBeach/Sterling

Big John's Chevron is currently seeking convenience store clerks to aid customers, greet patrons, help locate products, ensure the store is organized, and operate the cash register. Must have excellent customer service skills with a focus on prompt, efficient, and courteous service. Hours vary based on the location, but a typical shift is eight hours.

## **Customer Interaction**

Convenience store clerks are on the front lines interacting with patrons. They welcome them, answer questions related to the products and services offered, and direct them to key locations within the store (a product aisle, the manager's office, bathroom, etc.), maintaining a helpful and positive attitude in all interactions.

## **Store and Merchandise Maintenance**

Convenience store clerks arrange merchandise, stock shelves, manage store displays, and ensure all areas are clean and neat. This can include taking out trash, dusting, mopping floors, and other cleaning duties, as necessary. They also open and close the store, depending on shifts. Convenience store clerks are expected to keep track of inventory, notifying their manager when something is running low or ordering new inventory as needed.

## **Operate Cash Register**

Convenience store clerks operate the cash register, processing customer payments, handling cash, debit, and credit transactions, and balancing the cash drawer.

## **Convenience Store Clerk Skills and Qualifications**

Convenience store clerks have a passion for customer service. The ideal candidate works well with different personality types, enjoys helping others, and upholds a strong sense of cleanliness and organization.

- **Strong communication skills** – to interact with many types of people, including customers, supervisors, and vendors, keeping things running smoothly, training new staff, working with vendors to place accurate inventory orders, and assisting customers with questions and purchases.
- **Detail-oriented** – in fast-paced environments, it is important to be a strong performer under pressure and to be able to multitask while offering excellent customer service, checking inventory levels, managing the cash register, and interacting with staff.
- **Problem-solving** – from working independently without an immediate supervisor for extended periods of time to dealing with tricky customer situations or possible security issues, convenience store clerks do their best to find solutions or diffuse situations in a safe manner.

We offer a Voluntary Employee Benefits Program. Wage is determined by shift and position. Two of our convenience store/gas stations also have restaurants and liquor store. Food Handler's card and TAP certification are required.