

## JOB POSTING DETAILS

<b>Employer</b>	Kitana Inc. O/A Husky East (Husky East)	<b>Job Type</b>	RI
<b>Job Title</b>	Customer Service Representative	<b>Duration</b>	Part Time
<b>Job ID</b>	11820	<b>Location</b>	Sault Ste. Marie
<b>Date Posted</b>	November 26, 2021	<b>Closing Date</b>	December 10, 2021

### Job Overview - Description & Duties

Customer Service Representatives will be responsible for the sale of fuel and other automotive products, as well as all in-store merchandise, including tobacco products and lottery tickets, and will be responsible for processing credit/debit card and cash transactions electronic scanner and cash register. Other responsibilities will include the performance of such customer services, cleaning, stocking, and receiving orders. All duties will be performed with a consistently high focus on customer service.

Start Date: ASAP

Job Duties (not limited to)

- Receive payment from customers
- Ensure that restricted products (e.g. tobacco, lottery tickets) are sold only to customers that are of the required age by requesting appropriate identification
- Cleaning of retail space
- Answer customers' questions
- Provide accurate directions where possible
- Compute and record totals of cash transactions at the end of shift.
- Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change
- Greet customers entering establishments
- Issue receipts, refunds, credits, or change due to customers
- Maintain clean and orderly checkout areas
- Process merchandise returns and exchanges
- Receive payment by cash, credit cards, or automatic debits.
- Resolve customer complaints.
- Keep periodic inventory of cigarettes and of lottery tickets sheets.
- Stock shelves, and mark prices on shelves and items.
- Complete required training, including any required health and safety training

### Required Skills

Requirement

- Strong customer service and troubleshooting skills
- Customer service and/or retail experience preferred
- Exceptional conflict resolution, negotiation, and objection handling skills
- Highly flexible, with solid interpersonal skills that allow one to work effectively in a diverse working environment
- Able to work with minimal supervision
- Effective work habits
- Excellent organizational skills
- Able to effectively communicate both verbally and in writing
- Able to work well under pressure
- Strong attention to detail

- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Computer literate, including effective working skills to operate our Point-of -Sale terminals
- Professional appearance and manners
- Strong work ethic and positive team attitude

### **Other Requirements**

#### Core Competencies

- Customer Focus
- Communication
- Energy & Stress
- Team Work
- Problem Solving
- Accountability and Dependability
- Ethics and Integrity

#### Work Conditions

- Manual dexterity required
- Lifting or moving up to 30lbs may be required

### **How to Apply**

Please email your Resume and References to [hk7432@popmail.huskyenergy.ca](mailto:hk7432@popmail.huskyenergy.ca)  
ATTN: Shauna