



Job Description – Site Leader

OVERALL RESPONSIBILITIES OF THE JOB

To manage the day to day operations of the business at the site with all due care and skill, in a proper and business-like manner and ensuring that:

- Short term financial targets as set by the employer from time to time are met; and
- Long term viability of the business is enhanced.

MAIN ACTIVITIES / TASKS / RESPONSIBILITIES

Customer Service

- Ensure high levels of customer service at all times
- Become involved with any customer complaints or concerns, and handle in a professional manner
- Ensure that the site remains open for business as agreed to with the employer

Standards & Site Disciplines

- Implement and ensure compliance with a site duties roster to ensure that the site is always presented at high levels (the level of site presentation will be judged on a regular basis by the Retail Manager)
- Ensure the site has adequate levels of wet and dry stock, stationery, vouchers, general supplies and cleaning products

Financial

- Study and understand the monthly sales reports from time to time produced by the employer, in order to identify areas of concern with the business and work with the Retail Manager to address such areas.
- Ensure the expense plan as set by the employer from time to time is met and that all payments for goods and services serve the best interests of the business and the employer.
- Make submissions for any non standard items of expense in respect of the business or purchases of goods not for resale, to the Retail Manager or Operations Manager as appropriate.
- Report all necessary repairs and maintenance at the site and all equipment and facilities at the site.
- Where possible, legitimate expenses in respect of the business should be paid out of petty cash or placed on a company account. Where this is not possible, the employee should pay for the expense with his/her money and then claim reimbursement from the employer at the end of each calendar month by producing satisfactory receipts.
- Reconcile cash and fuel for each day's trading.
- Receive and bank company account payments.
- Bank all monies from takings on a daily basis, ensuring security procedures are adhered to as set out in EPG handbook.
- Through correct training of staff, and ongoing focus, seek to minimize the occurrence of drive offs and IOU's (Fuel Agreements).
- Operate the sites computer system competently and efficiently.
- Ensure the assets of the sites are protected from theft and abuse.

Staff Management

- Ensure that all staff carry out their duties in accordance with their Job Description and the Shift Duty Roster. The Job Description for a Console Operator is attached, and forms part of this Contract.
- Carry out such staff meetings, counseling, coaching and disciplinary measures (Performance Management) as required to achieve a well motivated, disciplined and team oriented group of staff.
- Carry out annual staff appraisals, and document and discuss these with the Retail Manager.
- Complete staff rosters and ensure that adequate staffing levels are available to ensure the normal operation of the site.



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Stock Control

- Record and reconcile wet stock daily including Leighton Obrien reporting.
- Report any significant wet stock losses to the Operations Manager.
- Carry out and record a full stocktake of the salesroom stock each quarter, cigarettes weekly, Lubes weekly.
- Dry stock must be checked against the delivery docket/invoice and signed in as received.
- All incoming stock (wet and dry) must be entered into the site's computer system in a timely manner.
- Dry stock must be kept in an orderly manner in storerooms. Levels of back up stock should be kept at as low a level as is practical.
- Seek to obtain credits from suppliers for any damaged and out of date stock.

Marketing

- Monitor all reports available with a view to recommending changes to maximize the gross profit generated by the salesroom.
- Report any movements in opposition fuel pricing to the Wholesale Manager.
- Update dry stock pricing from Head Office as soon as practical and ensure all ticketing is accurate.
- Understand and implement all promotions, ensuring that displays, signage, stock levels, timing and staff are all properly prepared.

Environment Health and Safety

- In case of injury to persons or damage to plant and equipment, an Incident Report Form must be completed immediately in full and forwarded to the Operations Manager / Retail Manager.
- Ensure that all equipment on site is fully operational and that failures are reported immediately to the Operations Manager / Retail Manager for immediate corrections.
- Ensure that all employees understand the hazards inherent in the business, are aware of their EH&S roles and responsibilities, and have the skills and knowledge to fulfill their responsibilities.
- Demonstrate EH&S leadership by:
 - Making EH&S a part of every periodic team meeting (little bits all the time)
 - Ensuring employees are correctly inducted and trained
 - Coaching and counseling employees and helping them develop responsibility for EH&S roles
 - Periodic reinforcement of EH&S processes such as:
 - Emergency drills
 - Emergency scenario discussions
- Establishment and reinforcement of site safety rules and procedures.
- Providing positive recognition of safe behaviors and EH&S achievements.

Food Safety

- Ensure all records appropriate to the Food Safety Program classification applicable to your site are maintained as required.
- Ensure all housekeeping and cleaning schedules are followed as per the Food Safety Program requirements.
- Ensure all the Food Safety Program's site staff training is up to date.

Directions

- Comply with all reasonable directions and policies provided by the Retail Manager from time to time.



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DECLARATION

I acknowledge that this Job Description forms part of my contract of employment. I have read, Understood, and accept these duties. I am aware that failure to adequately carry out any of these duties may result in the termination of my employment.

Name:	
Signature:	Date:
Witnessed By:	
Print Name:	