

## **JOB TITLE: Customer Service Associate**

### **ABOUT NORTH SUN ENERGY**

North Sun Energy is a co-ownership business between North Atlantic and Petro-Canada in Newfoundland and Labrador, Nova Scotia, and PEI. With a combined 110 gas stations and convenience stores across the three provinces (some under the Petro-Canada brand and some under the North Atlantic brand), this collaboration enhances Petro-Canada's national coast-to-coast network and extends North Atlantic's presence into Nova Scotia and PEI. Customers across the region now benefit from an expanded range of loyalty rewards, including Petro-Canada's Petro-Points™ program, Triangle Rewards® and North Atlantic's Yay!™ Rewards program, in addition to experiencing the celebrated Orangestore convenience store brand located at many of the sites (25 locations and growing).

North Sun Energy is focused on optimizing long term value and growth through strategic development initiatives, expansion efforts, and enhanced customer experiences. This includes new sites currently under construction and the debut of Orangestore into Nova Scotia, slated for select Petro-Canada stations in 2024.

### **Position Overview**

North Atlantic is seeking a full-time **Customer Service Associate** for the **Gander Orangestore**, 100 Trans Canada Highway. The Customer Service Associate is responsible for performing all cashier, stocking, cleaning, and customer service duties in a manner that will develop good customer relations, build store sales, maximize profits, and protect store assets. We want go-getters who represent the Orangestore Vision of "**Fresh, Friendly & Clean**," provide exceptional customer service, and put our customers first.

### **Duties and Responsibilities:**

#### *Customer Service*

- Greet customers as they enter the store, Be Friendly and Helpful, Provide Prompt, Courteous Service, and thank our Customers
- Set an example to other associates for excellent customer service
- Handle customer complaints professionally and respectfully
- Maintain property and equipment to ensure customers have a safe and pleasant shopping environment
- Maintain excellent customer service by cooperating and communicating professionally with other associates

#### *Equipment/Property/Merchandising/Gasoline*

- Efficiently ring up all sales on a cash register properly and accurately, handle money, checks, and other types of payment received for products sold per process/policy
- Correct or report unsafe working conditions to the Store Manager, and report any accidents immediately
- Efficiently perform multi-function operation of point of sale systems and lottery terminal
- Efficiently operate additional store equipment as required
- Clean and dust counters and shelves
- Stock merchandise on the shelves and fixture
- Stock the coolers and freezers
- Make coffee and maintain slushie product and equipment
- Sweep and mop the floors
- Clean and maintain the restrooms
- Empty the trash
- Stock windshield service centers
- Complete various other jobs as assigned by the store manager and/or assistant manager
- Follow daily gasoline procedures including accurate stick readings and spill procedures

#### *Physical demands*

- Ability to be exposed to cold or warm temperature extremes performing occasional work in a walk-in cooler and/or freezer and outdoors
- Ability to stand and/or walk for an entire shift
- Ability to occasionally lift and/or carry up to 30 pounds from ground to overhead (i.e., assisting in stocking/maintaining inventory levels)
- Ability to occasionally lift and/or carry up to 50 pounds from ground to waist (i.e., to replenish slushie syrups)
- Ability to bend and twist at waist
- Ability to grasp, reach and manipulate objects with hands for entire shift. (This handwork requires eye- hand coordination, and may require climbing a ladder to store and retrieve materials or place and remove signs)
- Ability to operate a cash register
- Be exposed to occasional noise
- Ability to stoop, kneel, and squat
- Able to reach overhead for objects

Associates may be tasked with additional responsibilities as needed. This list does not encompass all job duties and functions associated with this position.

**Qualifications:**

- Experience in retail sales preferred
- Honest and friendly
- Ability to be at work on time as scheduled
- Ability to communicate (orally and in writing) in English
- Work with a minimum direction and periodic supervision
- At all times work as an effective associate

North Atlantic is a fast paced environment that's very fulfilling each and every day. We take teamwork seriously and we'll make you feel right at home. We are committed to Employment Equity, accommodations during the recruitment process are available upon request for candidates with disabilities.

Not only do we offer an awesome work environment, we provide our employees a ton of extra perks: benefits, flexible hours, and food just to name a few...

Candidates are encouraged follow the link and submit your application at <https://orangestore.ca/find-a-store/>