

Position Objective and Responsibilities

Job Title: Office Clerk

Reports To: _____ in the
_____ department.

Position Objective

To maintain office efficiency in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The office clerk's responsibilities involve recordkeeping, communications, clerical tasks, and other duties as assigned by management.

The office clerk will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Recordkeeping

Recordkeeping involves recording all sales, purchasing, and petroleum transactions; preparing daily reports for the station and bulk LP; and processing cardtroll information.

Maintain Sales records

1. Post sales invoices to inventory records daily
2. File sales invoices and purchase invoices daily

Maintain purchase records

1. Post purchase invoices to inventory records and check purchase invoices for accuracy against packing slips and purchase orders daily
2. Advise buyers of merchandise that requires restocking (from inventory record information) and enter on purchase orders daily

Maintain petroleum records

1. File reports on bulk fuel deliveries and post bulk truck report figures to appropriate records daily
2. Balance gasoline sales invoices against meter readings daily

Prepare daily reports for station and bulk LP

1. Reconcile cash receipts and prepare the bank deposit daily
2. Reconcile in-house and credit card charge sales
3. Balance cash and charge sales to sales tickets
4. Work with the department manager to resolve errors or discrepancies
5. Enter the department's reports into the computer system on a daily basis
6. Enter the convenience store reports into the computer system as needed

Process cardtrol information

1. Process cardtrol information for billing on a monthly basis
2. Set up new customer accounts for cardtrol
3. Key in cardtrol account changes, including lock out

Communications

Communications involves handling customer calls, inquiries, and orders.

1. Answer the telephone in a courteous and professional manner with no complaints
2. Route telephone calls to the appropriate person
3. Properly record customer orders and communicate the order to the appropriate salesperson
4. Greet customers in a friendly and courteous manner

Clerical Tasks

Clerical tasks involve performing general clerical duties.

1. File all sales receipts as needed
2. Handle correspondence, filing, and miscellaneous clerical work as time permits or as assigned
3. Inform your supervisor when office supplies need to be reordered
4. Maintain office equipment and keep work area neat and clean
5. Recommend new office and bookkeeping procedures as necessary to achieve maximum efficiency
6. Assist at counter when needed

Other Duties

The office clerk will uphold cooperative policies, perform other duties as assigned by management, and will enforce and uphold the cooperative's credit policy.

Uphold cooperative policies

1. Uphold all cooperative policies

Perform other duties as assigned by management

1. Perform duties as requested by management

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current