Position Objective and Responsibilities

Job Title: Station Supervisor

Reports To: _____in the

_____department.

Position Objective

To direct, promote and coordinate the service station 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 station supervisor's responsibilities involve supervision, marketing, profitability and sales, reporting, purchasing, resale pricing, inventory, service, maintenance, and other duties as assigned by management.

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

Supervision

Supervision involves establishing and communicating station goals and results to employees, staffing the station and delegating the workload, actively supporting employee growth, and upholding cooperative policies.

Establish and communicate station goals and results to employees

1. Establish station goals with assistance from the general manager
2. Conduct station planning and updating meeting within _____ weeks of fiscal year end
3. Conduct station planning and reporting session within _____ days upon receiving the monthly management report

Staff station and delegate work load to meet market requirements

1. Establish and update job descriptions for all positions within the station
2. Recommend selection of employees based on job requirements
3. Staff and adjust work force to fit seasonal needs with a minimum of unproductive labor costs
4. Employ seasonal work-sharing arrangements to minimize layoffs and unemployment compensation costs

Actively support employee growth

1. Schedule and supervise orientation for new station employees
2. Update employees regularly on new product knowledge
3. Identify in writing annually training needed for individual employees
4. Discuss performance _____ with each station employee
5. Complete and administer a yearly merit review with each station employee following management approval
6. Stimulate and develop positive morale and team spirit that leads to high productivity
7. Actively work to increase personal skills and knowledge

Uphold cooperative policies

1. Uphold all cooperative policies
2. Ensure that station facilities and equipment meet all federal, state and OSHA regulations
3. Inform all customers of safe product handling
4. Develop and update a regular maintenance schedule for all station facilities and equipment

Marketing

Marketing involves developing and implementing an annual marketing plan, directing station marketing activities, developing an annual sales and promotion program, and merchandising.

Develop and implement an annual marketing plan

1. Submit station's marketing plan to the general manager by _____
2. Review the following marketing activities with the general manager by the _____ of each month:
   - Sales call recap
   - Market share report
   - Sales analysis report
   - Strategy review report
   - Competitive pricing analysis report
   - Sales promotional efforts
   - Plans for the following month

Direct station marketing activities

1. Review station sales goals with station employees each month
2. Review the following marketing activities with station employees each month:
   - Sales call reports
   - Market share report
   - Sales analysis report
   - Strategy review report
   - Competitive pricing analysis report
   - Sales promotional efforts
   - Plans for the following month

Develop an annual sales and promotion program

1. Establish an advertising expense budget at the beginning of each year; review with and get manager's approval
2. Hold one major open house sale each year and at least one minor sale each year

Coordinate Merchandising

1. Ensure that the station is properly supplied and merchandised in all areas
2. Maintain fresh and appealing displays
3. Ensure that perishable products are rotated and refrigerated as required
4. Follow through on merchandise requirements; display material and signs for advertising and promotional plans

Profitability and Sales

Profitability and sales involves establishing and achieving station profitability and sales goals and increasing the station's market share through regular sales efforts.

Establish and achieve station profitability and sales goals

The station manager will establish and achieve the profitability and sales goals identified in the annual budget. He/she will also:

1. Maintain accurate cash control
2. Maintain station security

Increase market share through regular sales efforts

1. Review sales reports monthly with station employees
2. Submit sales call recap monthly to management
3. Enforce correct pricing

Reporting

Reporting involves submitting all required operational reports to management within the time limits stated below.

1. Submit daily invoices and sales recaps to management daily with no errors or discrepancies
2. Turn in all product receipts and supporting materials to management daily
3. Submit monthly reports to management by the _____ of each month. Monthly reports should include the following:
   - Inventory recap

- Sales promotion recap
- Competitive retail market report: semi-annual
- Employee performance recap
- Facility and equipment maintenance recap
- Review outstanding customer reports including credit, complaints, and requests

Purchasing

Purchasing involves purchasing products for resale.

1. Purchase products of quality that will result in a minimum of customer complaints
2. Ensure the cost of products will allow for competitive pricing while still meeting the cooperative's financial objectives
3. Make purchases from outside the cooperative system only if they provide a substantial financial advantage

Resale Pricing

Resale pricing involves establishing prices of products and services.

1. Set prices that are competitive with industry guidelines and local competitors
2. Set prices that allow the cooperative to meet sales and financial objectives

Inventory

Inventory involves managing inventory levels.

1. Develop and maintain a system for monitoring and controlling inventory levels that results in minimal shrinkage
2. Maintain inventory turnover at _____ times per year
    a. Tires _____ turns
    b. Batteries _____ turns
3. Keep total inventory below _____ % of sales
4. Rotate stock properly and close out obsolete items
5. Ensure all merchandise is properly priced

6. Supervise checking of all in-shipments for accuracy against the delivery ticket, proper quantity, price as ordered, and quality
7. Strive to get _____ turns on commodities
8. Maintain a fiscal year-end inventory not to exceed _____% of sales
9. Resolve discrepancies in daily inventory report forms within _____ hours
10. Maintain inventories at levels to assure service with a minimum of delivery delays, yet maintain inventory turn goals

Service

Service involves providing and promoting the service necessary to meet the station's goals.

1. Supervise service work
2. Coordinate work of personnel to achieve the greatest efficiency
3. Ensure all mechanics are qualified to perform all service offered
4. Suggest and detail benefits and features of related products
5. Handle claims and complaints promptly
6. Supervise quality control to assure customer satisfaction
7. Ensure all services provided assist in achieving station profitability
8. Make arrangements ahead of time for coverage of duties in case of a planned absence, such as vacation, or an unplanned absence, such as illness
9. Lose no customers due to services provided by the station

Maintenance

Maintenance involves maintaining property, facilities, and equipment.

1. Ensure property, facilities, and equipment remain in good repair and appearance
2. Make recommendations on replacement, additions, or deletions of facilities and equipment when needed and/or economically justified
3. Maintain a clean and orderly station
4. Arrange seasonal displays
5. Lose no customer due to unsatisfactory equipment performance

Other Duties

The station supervisor will perform duties as assigned by management and will enforce and uphold the cooperative's credit policy.

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