

FMFN Petro Canada is seeking a self-motivated safety conscious individual for assisting with leading the day-to-day operations of the Petro Canada Station. The CSR Team Lead must be prepared to work in a fast-paced, high-pressure work environment, while maintaining the organizational ability to identify and act on job duties quickly and effectively. The CSR Team Lead must be prepared to work as a team member in a dynamic workplace and follow all safety procedures.

RESPONSIBILITIES

- Ensure that all CSR staff are appropriately stationed, and work according to expectations, policies and legislation
- Resolve conflict and make difficult decisions when necessary while keeping employees motivated and organized
- Delegate and oversee the work of CSRs to ensure delivery of excellent customer service
- Monitor cash and credit or debit card transactions, ensuring that receipts and change are tendered
- Plan work activities for station attendants, and ensure that they are provided with the right information regarding everyday work activities
- Be prepared to work weekends and/or nights when necessary
- Able to pay attention to detail when completing required daily documentation
- Maintain a high level of product and service knowledge
- Maintain a professional appearance, demeanor, and attitude at all times
- Responsible for safety of team members
- Work in partnership with Store Manager and other employees to maximize store sales and in-store presence
- Help with CSR duties and perform other duties as required
- Cover Manager as required

WORKING CONDITIONS

- Monday to Friday (8hr days)
- Must be able to move, lift, carry, pull, push and place objects weighting up to 50 lbs; must be able regularly lift objects up to 35 lbs
- Prolonged standing, walking, lifting, squatting and bending
- Class 5 Drivers Licence

QUALIFICATIONS

- Previous customer service experience and leadership is preferred
- Training will be provided
- Valid Class 5 Drivers license

HOW TO APPLY: Send your resume directly to Human Resources Team at hr@fmfngroup.com.

