



# Lummi Commercial Company

2751 Haxton Way #1, Bellingham, WA 98226

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## **JOB ANNOUNCEMENT**

**JOB TITLE:** Supervisor  
**Lummi Bay Market @ 260**

**\*\* 10 DAY JOB POSTING \*\***

**OPEN:** January 11, 2021

**EMEMPT:** No

**SALARY:** DOE

**SHIFT:**

**LOCATION:** 260/S.V. Travel Center

**STATUS:** Full Time

**CLOSE:** January 22, 2021

**JOB CODE:**

**ORGANIZATION:** Lummi Commercial Company

**DEPARTMENT:** Retail Operations

**SUPERVISOR:** Store Manager

**VACANCY:** 1

**JOB SUMMARY:** Under the direction of the store Manager, the Supervisor is responsible to: 1) Provide direct support to the Store Manager; 2) Manage front line operations in accordance with policies and procedures; 3) Provide superior customer service and ensure customer satisfaction to all store patrons.

**ESSENTIAL JOB DUTIES & RESPONSIBILITIES:** includes the following, and other duties as assigned:

- Assist the Manager with office duties: data entry, daily reports, payroll, invoices, shift paperwork, incident reports, schedule employee shifts, etc.
- Supervise workstation assignments/rotations, employee breaks, coordinate till startup/closing and shift changeovers.
- Open and/or close the store according to policy and procedure.
- Train and coach all new employees, including conducting employee performance reviews, corrective actions and informing management of staffing issues or needs.
- Process transactions that include cash, credit/debit cards, checks, EBT, WIC, tribal/employee discounts, etc.
- Issue receipts, refunds, credits or change due to customers.
- Balance till and receipts daily, document discrepancies and maintain a safe and secure working environment for all handling of cash.
- Greet customers upon entering establishment and thank them upon departure.
- Resolve customer complaints and answer questions.
- Utilize hand-held scanner to inventory and place orders for grocery, cigarettes and supply items.
- Verify and enter inventory orders to invoices.
- Inspect all work areas for inspection requirements.
- Supervise inventory cycle and physical counts.
- Participate in on-going training as required.

## **KNOWLEDGE, SKILLS & ABILITIES**

- Able to serve all customers with the utmost respect, attitude and conduct themselves in a calm and professional manner at all times.
- Able to demonstrate supervisor qualities and take initiative to suggest improvements.
- Able to work with all staff in a respectful and professional manner at all times.
- Must be able to exercise good judgment, balance priorities and workload.
- Must be able to communicate effectively with all employees including those that work the front line and upper management.
- Abide by the Lummi Code of Laws and Washington State Liquor Laws for Alcohol & Tobacco Sales
- Able to utilize a computer to clock-in/out, use a POS system, handheld scanner and other electronic equipment to perform job duties.
- Must be able to maintain overages and shortages within acceptable level.
- Maintain the highest degree of confidentiality at all times.

## **MINIMUM QUALIFICATIONS:**

- Lummi/Native American/Veteran policy applies.
- High School Diploma or GED required.
- Requires fluency in computers, Excel, Word, Outlook and office equipment.
- Excellent cash handling, problem solving, oral and written communication skills, as well as attention to detail and follow up are required.
- One (1) year as an LCC Cashier or two (2) years' experience customer service/cashier preferred.
- Prior Supervisor experience preferred.
- Requires strong communication skills and the ability to work with people of diverse backgrounds.
- Must obtain a food handler permit within 90 days of employment.
- Must display a friendly and positive demeanor with the ability and willingness to promote and sell products.
- Must be able to lift up to 40 lbs. unassisted.
- Must be able to stand for long periods of time.
- Must be able to bend, kneel, climb, walk, use hands and fingers to handle and feel objects, tools and controls.
- Must pass pre-employment and random drug and alcohol test to be eligible for and maintain employment, as required by the LCC Substance Abuse policy.
- Must pass an extensive criminal background check.
- Must possess a valid Washington State Driver's license and meet eligibility requirements for tribal insurance.

## **TO APPLY:**

To obtain a Lummi Commercial Company (LCC) Application go to: <https://www.lummi-nsn.gov/widgets/JobNow.php> or request by email [Applications@lcc-lummi.com](mailto:Applications@lcc-lummi.com) For more information contact the Lummi Commercial Company Human Resources at (360)758-4223 x1007. Submit LCC Application, Cover Letter, Resume & Reference Letters no later than 4:00 p.m. on the Closing Date. If listing requires Degrees or Certifications, please include copies with the Application packet. Mailing Address: 2751 Haxton Way, Bellingham, WA 98226, LCC Human Resources.