

Role: Customer Service Representative

Reports to: Site Manager



Purpose of Role:

The Customer Service Representative (CSR) role plays a significant role within the retail store teams. The CSR is responsible for the delivery of customer service, in a complex and fast paced retail environment, ensuring our customers have a first rate experience. As a CSR, being part of a store team and understanding our customer to ensure they are made aware of our promotional specials in store will be one of your key focuses. This will include upselling to every customer using BP Retail's '7 Steps to Customer Service' and actively contributing to sales growth within the store.

Key Responsibilities:

Customer Service:

- Provide exceptional customer service to every customer
- Promote loyalty program and promotions to customers
- Complete sale transactions using POS

Safety:

- Maintain awareness of and ability to undertake emergency procedures at any time
- Conduct activities in accordance with safety and operational procedures

Cleaning:

- Maintain clean site including bathroom, shop floor, forecourt, kitchen, storage, fridge and console areas
- Complete cleaning activities including sweeping, mopping, spray/wiping, dusting, sanitising, picking up rubbish from floor, refilling bathroom products, moving waste to site rubbish bins

Food Preparation & Barista:

- Cook food products using Merry Chef oven and other appliances
- Prepare sandwiches and bread products including packaging and storage
- Prepare coffees using barista equipment
- Complete temperature checks – food and equipment
- Prepare and maintain food labels with accurate product and expiry information

Merchandise:

- Replenish shop stock in accordance with store operational procedures
- Front and face stock and dispose of out of date stock in accordance with store operational procedures
- Remove out of date stock
- Complete stock delivery activities in accordance with store operational and safety procedures
- Move stock around to different areas of the service station in accordance with safety and manual handling policies and procedures

Team Communication:

- Review and update communications diary and other store communications
- Communicate with team members and manager on safety, operational and other matters as required to fulfil the role requirements

Experience and Expertise

Tier 1 Safety Critical Role ?

No

Essential Skills & Experience

- Ability to work independently and without supervision
- Effective written and verbal communication skills
- Average numerical and mathematical skills
- Ability to multitask and prioritise
- Basic computer and internet use skills
- Ability to work effectively in a team
- Demonstration of BP Values & Behaviours
- Ability to fulfil the inherent requirements of the role (see below)

Desired Skills & Experience

- Customer service experience
- Cash handling and Point of Sale (POS) transaction processing

Education / Training

- Year 10 or equivalent secondary school education (desired)

Key Challenges & Complexities of Role

- Fast paced environment and high number of tasks/activities required to be completed each shift in addition to customer service
- May be required to provide customer service and support to difficult customers
- Need to remain aware of forecourt and shop customers including responding quickly to safety hazards and incidents
- Christmas blackout period: Annual leave not permitted December – end 1st week January

Inherent Requirements

- Competency in English (reading , writing and speaking)
- Ability to complete emergency activities
- Effectively communicate and interact with customers
- Stand at the Console and execute in store promotions and the use of Point of Sale
- Ability to conduct all activities in accordance with communicated safe work practices and operational procedures
- Complete cleaning activities to maintain a clean work area and any customer access areas
- Ability to replenish and move stock between areas using trolley where required and in accordance with safety and operational procedures
- Prepare and maintain food labels with accurate product and expiry information

Inherent Physical Requirements

- Ability to stand, operate the Point of Sale and move around on feet for a period up to 8 continuous hours
- Ability to see forecourt and shop floor from behind console
- Ability to squat down to floor and lift including above shoulder height
- Ability to lift 7.5kg minimum
- Ability to handle food and comply with Food Safety Legislation

Activity Summary – CSR / Barista



Console

- Provide customer service
- Promote loyalty program and other promotions to customers
- Receive and scan products from customer over console / night pay window
- Complete sale transactions using POS
- Unlock/authorise fuel pumps
- Receipt stock deliveries
- Use PA system as required
- Change price board
- Complete shift changeover activities including count change float
- Complete drive off administration and activities
- Maintain clean console area
- Operate emergency equipment including PA and fuel/gas emergency buttons
- Access safe (at or below knee level)
- Review and update communications diary and other store communications
- Activate hold up alarm and complete emergency shutdown procedures in case of hold up emergency



Forecourt / Bathroom

- Follow safety and PPE procedures when working on forecourt
- Clean outside amenities
- Clean store exteriors and fuel pumps
- Empty bins and replace bin bags
- Collect syringe and sharps in accordance with safety procedures
- Maintain paper towel dispenser
- Maintain water buckets and cleaning chemicals
- Conduct water paste tests
- Conduct equipment testing of air compressors
- Assist with garden banner set-up
- Clean up fuel spills in accordance with safety procedures
- Maintain spill kit contents
- Use fire extinguisher in accordance with emergency procedures
- Change price board
- Complete deep bathroom clean
- Maintain bathroom stock (soap, paper towels, toilet paper, etc)



Shop Floor / Fridges

- Accept and store product deliveries in accordance with safe manual handling and operational procedures
- Complete stock replenishment
- Complete interior clean
- Complete fridge clean
- Front and face stock on shelves and in fridges
- Identify out of date stock and move to designated wastage area
- Complete promotional changeover activities
- Complete stock returns administration
- Maintain clean fatigue and other mats
- Scan orders to process deliveries
- Move stock between areas in accordance with safety procedures



Café

- Make barista coffees
- Maintain coffee product supplies and waste
- Replenish 10L milk bladder (coffee machine)
- Maintain clean food preparation and serving areas
- Maintain clean fridges and freezers
- Complete food temperature checks
- Maintain stock displays
- Maintain clean freezie CO2 cylinder

Activity Summary – CSR / Barista cont.



Kitchen / Cool Room / Store Room(s)

- Maintain stocked shelves
- Maintain clean cool room
- Complete oven baking (guide) activities
- Cook food products using Merry Chef oven
- Operate trolley to move stock in accordance with safety procedures
- Operate dishwasher including loading and unloading
- Maintain clean food displays



Back Office / Other

- Use computer to complete online training
- Use scanner to record shift start/finish times
- Review and record fortnightly rostered shifts
- Communicate any changes to availability with Store Manager in a timely manner
- Maintain knowledge of and comply with BP Code of Conduct
- Maintain knowledge of and comply with all safety and food safety policies and procedures
- Maintain knowledge of store operational policies and procedures
- Act and behave in accordance with BP Values and Behaviours