



*Pride of the Ojibwa*

*13394 W Trepania Road*

*Hayward • Wisconsin • 54843*

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**\*\*Job Announcement\*\***

**Travel Plaza Manager – Retail Operations**

**Position Title:** Travel Plaza Manager  
**Posting Date:** October 22, 2019  
**Closing Date:** Open Until Filled  
**Salary:** Negotiable (D.O.Q.)  
**Department:** Retail Operations  
**Location:** LCO Convenience Center  
**Administration:** LCO Tribal Government Personnel Policies & Procedures

**Job Summary:**

Manages Convenience Store Operations and supervises all employees necessary to achieve the financial, operational, and guest service expectations. Plans, organizes and sets administrative, operational, and revenue goals for their facility and assures that the facility is operating within tribal, federal and state regulations to protect the safety of employees, customers and the general public. Operates store equipment as needed. This will be accomplished through production of policies and procedures that address mentioned areas and ensuring employee compliance with set policy and procedure.

**Duties and Responsibilities:**

- Improves staff effectiveness by hiring, counseling, training and recommending disciplinary action for employees; planning, delegating, monitoring, and appraising job tasks and results in a timely manner.
- Ensures appropriate staffing levels based on efficiency and cost effectiveness; yet, maintaining operational requirements as dictated by internal controls and management.
- Develops weekly staffing schedule and daily assignments to employees.
- Prepares and operates annual budgets for stock, merchandise and inventory. Orders products and supplies.
- Practices sound security measures at all times while securing money, records, information and equipment.
- Reconciles, balances and counts cash drawers and receipts at beginning and end of shift; prepares deposits.
- Responsible for store sales records, supervision of sales clerks and proper handling of cash receipts and records of sales transactions.
- Provides customer service-related assistance, such as assisting customers with selection and/or purchase, and handling exchanges.

- Conducts monthly inventory of store merchandise.
- Ascertains that the merchandise in the stores are accurately inventoried and displayed to its' best advantage.
- Responds to special requests of customers, as well as customer complaints and inquiries in a calm, prompt and courteous manner.
- Analyze and measure business trends; develop and implement plans to maximize sales and meet or exceed goals and objectives.
- Build and maintain strong supplier and vendor relationship.
- Oversee operations to ensure efficiency, quality, service, and cost-effective management of resources.
- Forecasts sales and strategizes how to meet/exceed sales goals.
- Controls shrink, expenses and payroll.
- Ensures maximum level of customer service and satisfaction in the store.
- Exercises final approval or disapproval authority for all personnel actions requested by and for subordinate supervisors and staff.
- Ensures safety and security of store, employees and customers including operation of panic button, access codes, safe combinations, completion of employee and customer injury reports, security investigations and monitoring video surveillance.
- Plans, develops, and implements strategies for generating resources and/or revenues for the organization.
- Oversees development and or implementation of policies and procedures of program.
- Prepares and presents reports on the status, activities, and plans for current and future operations.
- Hosts regular staff meetings to ensure communication among personnel regarding program-related activities.
- Performs cashiering duties as needed.
- Performs other duties as assigned.

**Minimum Qualifications:**

- High School Diploma or GED.
- Three-years customer service, cash handling and store experience. One year in a lead or supervisory capacity.
- Must be 21 years of age.
- Must have a valid state Alcohol Servers License.
- Prefers Bachelor's Degree in Sales, Business Administration or related field.
- Five-years work experience as a Store Manager.
- Must have a valid state Driver's License.
- Must successfully pass a pre-employment drug/alcohol screen and background investigation.
- Must have good mathematical skills.
- Must have strong computer skills.
- Must be willing to work evenings, weekends and holidays.
- Attend further training/ seminars/ education to enhance skills

**Knowledge, Skills and Abilities:**

- Knowledge of basic arithmetic.
- Knowledge of cash register operations, sales methods and techniques.
- Knowledge of Retail Department guest service standards.
- Knowledge of retail shop maintenance and operations.

- Knowledge of POS systems.
- Knowledge of inventory systems.
- Skill in providing leadership to, supervising, training, and evaluating assigned staff.
- Skill in accurately using a cash register and making change.
- Ability to write reports and business correspondence.
- Ability to work extended hours and various work schedules.
- Ability to communicate effectively both verbally and in writing.
- Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with co-workers at all levels.
- Ability to follow instructions in verbal and written format.
- Ability to use good judgment and foresight.
- Ability to establish and maintain productive working relationships with staff, customers, sale representatives and management to effectively carry out job duties as required.
- Effective written and verbal communication skills
- Must be dependable, reliable, able to work independently, and be self-motivated

**Physical Demands:**

While performing the duties of this job, the employee regularly is required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee frequently is required to climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds.

**Work Environment:**

Work is generally in an indoor setting with a moderate to high noise level. Stocking in refrigerators where exposure to cold conditions may occur. Prolonged standing. Evening, weekend, and/or holiday work will be required. Extended hours and irregular shifts will be required.

**Application Procedure:**

Submit complete LCO Employment Application, resume, at least three (3) personal references, and any other supportive documents. Resume should be typed, indicating personal information related to position for which applicant is applying, education, experience, professional and/or community involvement and availability. Tribal Member applicants must provide a signed official document from a federally recognized Tribe acknowledging enrollment.

**Mail information to:**

**Lac Courte Oreilles Tribal Government  
ATTN: Human Resource Department  
13394 W. Trepania Road  
Hayward, WI 54843  
FAX (715) 634-4797  
HR Office Fax (715) 634-1209**

*Preference will extend first to Tribal Members then to other American Indians who meet Minimum Qualifications for the position. This is in accordance with P.I. 93-638 and federal Regulations on "INDIAN PREFERENCE".*