

	JOB POSTING
	Service Champion Reports to: Manager Shell Gas Station

Who We Are

We, the We Wai Kai, embrace our language and culture to build a proud, healthy, safe, and self-sufficient community. We support and encourage each other to thrive through following the footsteps of our ancestral history, as stewards of our lands and waters, while balancing our role in modern day society.

Today, we are proud of our efficient government operations, ensuring a high quality of life for our members. To enhance this, we are also focused on existing and emerging economic development opportunities that will position us for continued growth and re-investment in our community. We pride ourselves on being a strong, self-sufficient Nation and look forward to what the future holds.

Position Overview

The Service Champion (Clerk) is a frontline customer service role responsible for providing a friendly and efficient experience for all customers at Quinsam Service Station. This position supports daily store operations including cashier duties, maintaining cleanliness standards, stocking shelves, receiving inventory, and assisting with safety and loss prevention practices.

Service Champions are expected to work productively after training, follow policies and procedures, and contribute to a respectful, team-based work environment.

Key Responsibilities

Customer Service & Cashier Duties

- Provide exceptional customer service by greeting customers, listening to needs, and responding professionally
- Handle customer concerns and report complaints or issues to the Supervisor or Manager
- Operate the POS system accurately (cash, debit/credit, lotto, tobacco, etc.) after training
- Process transactions efficiently and maintain accuracy when handling cash

Store Operations & Merchandising

- Stock shelves, rotate product, and ensure items are front-faced and presentable
- Receive deliveries, check invoices, and assist with putting products on shelves
- Support daily operations by completing assigned tasks and helping maintain store readiness
- Assist with filling lottery and cigarette stock according to policy

Cleanliness & Site Maintenance

- Maintain a clean and organized workspace at all times
- Complete shift cleaning duties including sweeping, mopping, wiping shelves, and garbage removal
- Clean washrooms according to checklists and required standards
- Maintain coffee/slush bar and customer service areas according to training

- Clean pump areas and ensure forecourt is tidy and free of debris

Safety, Security & Loss Prevention

- Stay alert to suspicious activity and follow loss prevention practices
- Monitor the surrounding area for hazards, emergencies, or preventable incidents
- Clean up fuel spills and report incidents immediately following safety procedures
- Support a safe environment by following WorkSafeBC, WHMIS, and company procedures
- Serve propane only after completion of training and authorization

Administrative & Attendance Expectations

- Complete onboarding/hiring package requirements and WorkJam tasks
- Follow station policies and procedures (as updated from time to time)
- Arrive on time, wear required uniform, and maintain professional appearance
- Use the time clock correctly for all shifts and breaks

Qualifications & Requirements

- Customer service experience is preferred (retail, hospitality, or service station experience is an asset)
- Strong communication skills and ability to work well with the public
- Ability to follow direction, learn procedures, and work independently after training
- Ability to multitask in a fast-paced environment
- Reliable attendance and punctuality
- Basic math skills and comfort handling cash transactions
- Ability to work respectfully with a diverse team and community members
- WHMIS certification or willingness to complete training
- Food Safe and First Aid certification (asset)

Working Conditions

- Must be available for shift work including early mornings, evenings, weekends, and holidays
- Must be able to lift up to 25 lbs
- Work is performed in a busy retail environment with frequent interruptions
- Work includes both indoor and outdoor duties in varying weather conditions
- Must be able to stand and walk for extended periods

Job Type: Full time, position

Hourly Wage: \$ 18.36 per hour

If you are interested in applying for this role, please submit your resume and cover letter to crystal.king@quinsamshell.ca.

We Wai Kai Nation is an equal opportunity employer and is committed to fostering an inclusive, respectful, and barrier-free workplace. We welcome applications from all qualified individuals.

As permitted under applicable law, We Wai Kai Nation gives preference to qualified Indigenous applicants. Applicants are encouraged to self-identify in their application.