

	JOB POSTING
	Shift Supervisor 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 Shell Service Station is seeking an experienced Supervisor to join our team. The successful candidate will work along side our management team, Service Champions, and the We Wai Kai Nation. This is an essential role, providing exceptional customer service with a positive outlook to make a difference everyday, inspiring the team to do the same.

This station is a one stop shop for all your automotive needs and convenience essentials. From fueling your vehicle with gas, diesel, or propane to pampering it with a high-end carwash, we got you covered. The convenience store has snacks and essentials which you might need for your trip., and an ATM. We are committed to provide top class and seamless experiences to our customers.

Responsibilities and Duties

Customer Service & Store Operations

- Provide friendly, professional, and efficient customer service at all times
- Respond to customer concerns, de-escalate issues, and ensure customers feel heard and supported
- Operate the POS system accurately (cash, debit/credit, lotto, cigarettes, etc.)
- Support daily workflow to ensure tasks are completed efficiently during the shift

Leadership & Team Support

- Lead by example and promote a respectful, customer-focused workplace culture
- Coach, motivate, and assist team members to meet expectations and maintain productivity
- Support training of new employees as directed by management
- Communicate issues, concerns, and operational needs to management promptly

Inventory & Merchandising

- Assist with receiving deliveries, verifying invoices, and stocking shelves
- Maintain product presentation through front-facing, rotation, and restocking
- Complete daily or monthly inventory counts as assigned
- Support stocking of regulated products (lotto and tobacco) according to policy

Cleanliness & Site Maintenance

- Maintain cleanliness of the store, washrooms, and customer areas
- Complete shift cleaning tasks such as sweeping, mopping, wiping shelves, and garbage removal
- Maintain coffee/slush/food service areas according to training and cleaning standards
- Ensure forecourt and pump areas are tidy and free of debris

Safety, Security & Loss Prevention

- Monitor customer activity and follow procedures to prevent theft and loss
- Stay alert to safety hazards, emergencies, spills, and incidents
- Clean up fuel spills and report hazards immediately following safety procedures
- Follow all WorkSafeBC, WHMIS, and company safety requirements
- Pump propane only after training and authorization

Administrative & Attendance Expectations

- Complete onboarding/hiring package requirements and WorkJam tasks
- Follow policies and procedures as updated from time to time
- Maintain punctual attendance and proper uniform standards
- Use the time clock correctly for all shifts and breaks

Qualifications

- Minimum 1 year of customer service experience (retail, gas station, or hospitality preferred)
- Previous supervisory or leadership experience is an asset
- Strong communication and conflict-resolution skills
- Ability to work independently and take initiative
- Strong time management and ability to multitask in a fast-paced environment
- Ability to maintain confidentiality and professionalism
- Basic math skills and comfort handling cash transactions
- Ability to follow written checklists, safety procedures, and policies
- Preferred / Asset Qualifications
- Experience with POS systems and inventory processes
- First Aid certification (asset)
- WHMIS certification (asset or willingness to complete training)
- Experience handling propane or fuel station operations (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
- Role includes indoor and outdoor work in varying weather conditions
- Must be able to stand and walk for extended periods

Job Type: Full time, position

Hourly Wage: \$ 20.36 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 applications.