



HFN Group of Businesses

Job Description

Job Title	Gas/Marina Attendant
Classification	Seasonal- Part-Time/Full Time Position
Work Location	Bamfield
Reports to	
Budget Authority	Nil
Number of direct reports	Nil

Position Summary

The Gas/Marina Attendant position performs a variety of customer service and custodial duties at the Ostrom's Gas Bar and Fuel Dock ensuring that customer receives exceptional customer service.

Duties and Responsibilities

- Run fuel pumps and fill fuel tanks of vehicles with fuel
- Charge purchases through cash, debit or credit cards and give receipts
- Prepare day by day reports of fuel, oil, and other sales
- Fill out daily site inspection forms
- Sanitize parking areas, offices, restrooms and remove garbage
- Sell ready food, groceries, and vehicle related items
- Ensure dock is clean and tidy, fill out dock inspection sheet
- Manage moorage payments with new software.
- Perform other related duties and tasks as required to meet the on-going needs of the organization.

Operational Requirements

- Ability to work flexible hours including nights, weekends and statutory holidays
- Willingness and ability to work overtime when required.
- Physical strength, agility and coordination to perform the work.
- Ability to interact with customers and the public at large.
- Ability to work as part of a team.
- Ability to maintain all health and safety protocols.
- Ability to maintain confidentiality.
- Maintain a high level of professional appearance, accountability, demeanor and ethics.
- Ability to comply with all relevant legislation and regulations, WCB regulations/OHS Standards, and HGB Human Resources Policy,
- Successful background checks, including Police Information Check, employment verification, reference checks, and education/credential verification.

Qualifications and Experience

- WHMIS certification
- Transportation of Dangerous Goods (“TDG”) certificate
- Direct work experience in the customer service industries
- Experience working with point-of-sale systems
- Strong working knowledge of hospitality industry principles, methods, practices, and techniques
- Ability to analyse and interpret the needs of customers and offer the appropriate options, solutions, and resolutions as required
- Ability to provide excellent customer service skills
- Ability to work effectively, professionally and courteously with other staff.
- Ability to be diplomatic and pleasant under stressful conditions.
- Ability to effectively communicate both verbally and in writing and understand and follow oral and written instructions.
- Knowledge of Huu-ay-aht First Nations goals and aspirations.
- Demonstrated ability to model HFN Sacred Principles: **?iisaak** (Greater Respect), **?uu?atuk** (Taking Care Of), and **Hišuk ma cawak** (Everything is One)

(Employee Name)

Date

Manager

Date