

# **AMOCO STATION MANAGER JOB DESCRIPTION**

## **JOB SPECIFIC DATA**

Job Position Type: Single Function Mgr.

Travel Requirements: Yes (moderate)

Grade Level:8-9

No. of Direct Reports:

No. of Positions: 60 Individual Station Managers  
138 Cluster Managers  
(avg. of 2.36 stations per manager)

Location: Geographically dispersed  
(18 direct retail markets)

Preferred Educational Experience:

## **EXPERIENCE/BACKGROUND SKILLS:**

- Must have (or be able to develop) time management skills
- Must be able to ensure staffing of up to three stores
- Strong communication and coaching skills
- Ability to maintain station operations and solve problems (cash, inventory, personnel) without daily involvement of Market Manager
- Proven record of honesty and credibility

## **ROLES AND ACCOUNTABILITIES**

**Why the job exists:**

**WHAT is done in the job, and HOW it is done:**

### **Business/Technical Areas:**

- Responsible for operating performance of individual station sites
- Recruit and screen core group of CSRs (in conjunction with Recruiter/Trainer)
- Coach CSRs on site
- Staff stores using core and shared CSR pool
- Perform cash drawer audit
- Conduct daily gasoline inventory
- Conduct price survey
- Receive merchandise, ensure that shelves are stocked with inventory
- Solve problems once identified by Market Manager or auditor
- Develop and conduct ordering for perishable and low turns items
- Monitor/schedule regular station cleaning
- Conduct and/or coordinate periodic, minor maintenance
- Order supplies
- Ensure operating policy adherence at each station

### **Leadership/Managerial Areas:**

- Evaluates, recognizes, rewards, and motivates station associates
- Supports employee training and development
- Delegates responsibility to associates appropriate to their abilities

### **HOW job performance is measured:**

- Individual station(s) net profits and net cash flow
  - Sales and profit growth
  - Cost control including operating costs and cash and inventory shrink

### **Technical Skills**

#### **BUSINESS/ECONOMIC/FINANCIAL**

- Developing budgets and using process to control cost and schedule performance

#### **GENERAL MANAGEMENT/HR/RM/BEHAVIORAL**

- Understanding and administering station policies and procedures

### **Behavioral Skills**

#### **COMMUNICATION**

- Communicating effectively with people at different organizational levels

#### **DECISION MAKING**

- Delegating responsibility to associates appropriate to their abilities

#### **PARTICIPATIVE LEADERSHIP**

- Creating an enthusiastic, positive work climate; energizing others

#### **PERFORMANCE MANAGEMENT**

- Establishing appropriate goals and performance standards; explaining what to accomplish and why
- Motivating associates by recognizing, rewarding, and reinforcing effective performance

#### **TEAMWORK**

- Establishing and maintaining open environment for communication
- Building a cohesive team; obtaining cooperative teamwork