



QUILEUTE TRIBAL ENTERPRISES

HUMAN RESOURCES DEPT.
P.O. Box 67, La Push, WA 98350
(360) 640-5613

Position: Lonesome Creek Assistant Store Manager (Full-Time)

Organization: Quileute Tribal Enterprises (QTE)

Supervisor: Enterprise Director

Salary Range: DOE/Q

Closes: Open until filled

Position Summary:

The Assistant Store Manager at Lonesome Creek Store provides hands-on leadership and oversees all day-to-day shift operations. Due to the small crew size, this role leads each shift by assigning tasks, supporting team members, and actively participating in store operations.

Responsibilities include operating the register, filling propane tanks, preparing food, stocking shelves, and handling any additional tasks needed to keep the store running efficiently. The Assistant Store Manager also manages cash handling, completes end-of-day reporting, and assists with ordering and staff scheduling.

In the absence of the Store Manager, the Assistant Store Manager assumes full operational authority and is expected to make decisions confidently to ensure smooth and effective store performance.

Key Responsibilities:

Leadership & Team

- Lead the shift: assign tasks, follow through, and fill in wherever needed without being asked.
- Act as Store Manager in their absence, making operational decisions consistent with QTE policies and values.
- Address team conflicts or performance issues directly and constructively, before they affect the store or the people in it.
- Onboard and train new associates, ensuring they understand not only procedures but also the reasoning behind them, so they can apply sound judgment and work independently.
- Keep the Store Manager informed about team dynamics, shift issues, inventory needs, and anything else that affects operations.

Store Operations

- Open and close the store, including setting up cash drawers, reconciling the safe and fuel sales, and completing end-of-day reporting to ensure accurate records and a smooth transition between shifts.
- Operate the POS system accurately; process fuel, EBT/SNAP, alcohol, tobacco, and vendor transactions per QTE policy.

- Stock, rotate, and merchandise all product categories; flag reorder needs before they become outages.
- Operate the propane filling station safely and in compliance with applicable regulations; keep the area clean, organized, and inspection-ready.
- Receive vendor deliveries; verify invoices against product received and document any discrepancies.
- Track shrink, waste, and inventory variances; report discrepancies to the Store Manager.
- Regularly walk the store to identify and address safety hazards, maintenance issues, and out-of-stock conditions, taking immediate action to resolve them and maintain a safe, well-stocked environment.
- Order inventory as assigned by the Store Manager.
- Monitor and refill ATM as needed.

Food Service

- Manage food service operations to ensure high-quality offerings in compliance with food safety standards.
- Prepare and serve hot foods, including fried items, breakfast sandwiches, and related offerings as needed.
- Ensure food prep areas, equipment, and serving stations are clean, sanitized, and code-compliant on every shift.
- Monitor holding times, temperatures, and waste; adjust prep to match demand without running short or throwing food away.
- Make sure every associate working in food service knows and follows safe handling practices.

Customer Experience

- Greet and serve customers with genuine friendliness; set the tone for how the whole team engages with the public.
- Handle customer complaints and difficult interactions with patience and sound judgment, de-escalating situations calmly and professionally to maintain a positive store environment.
- Share recurring customer feedback with the Store Manager to ensure ongoing issues and patterns are clearly communicated.
- Keep the store clean, organized, and easy to shop.

Compliance & Safety

- Enforce age-verification for tobacco, and alcohol, sales; hold the whole shift to that standard.
- Stay current on applicable safety codes, health regulations, and QTE policies; flag compliance concerns immediately.
- Complete required logs, inspection records, and reports accurately and on time.

Qualifications

- High school diploma or equivalent.
- 1–2 years in retail, convenience store, food service, or a comparable customer-facing role.
- Prior lead or supervisory experience preferred; comfortable directing others while staying a hands-on contributor.
- Strong people skills demonstrated by building rapport with coworkers and customers, handling conflict without escalating it, and bringing a steady, professional presence to the shift.
- Clear and direct communicator; gives feedback respectfully and receives it the same way.
- Accurate with cash handling and register reconciliation.
- Able to learn propane filling operations; relevant certification or training provided.
- Food handler certification or willingness to obtain upon hire.
- Respectful and culturally aware; able to work effectively with tribal leadership, members, and community stakeholders.

Special Requirements

- Must adhere to all Quileute Tribal Enterprise Drug and Alcohol Policies
- Must maintain a valid driver's license throughout employment
- Must pass a criminal background check.
- Must possess and maintain a valid driver's license.
- Must adhere to the Quileute Personnel and Drug & Alcohol Policies, which does require a passed drug test.
- Must have reliable transportation and a working telephone.
- Must be available for flexible shifts, including evenings, weekends, holidays, and on-call as needed.
- Must be able to stand for extended periods and lift up to 50 lbs.

GENERAL INFORMATION:

The statements contained herein reflect the general details as necessary to describe the principle functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or balance the workload.

Indian preference will apply. If applicants have equal qualifications, preference will be given first to a Quileute Indian applicant and then to other Native Americans and Alaska Natives. Except as provided by the Indian Preference Act (Title 25 U.S. Code Sec. 472 & 473) there will be no discrimination in selection because of race, color, creed, age, sex, national origin, physical handicap, marital status, politics, or membership/non-membership in an employee organization.

How to Apply:

To apply, please submit the following to the Quileute Tribal Enterprises Human Resources Department:

- A completed **Quileute Tribal Enterprise job application**
- A **cover letter**
- A **current resume**

Submission Options:

Mail: Quileute Tribal Enterprises Human Resources Department
PO Box 67, La Push, WA 98350

Email: Cynthia.Barajas@quileutetribe.com

Application Access:

Applications are available online at www.quileutenation.org.