

Job Title: MAINTENANCE ASSOCIATE**Department:** Operations**Location:** Retail Store**ABOUT GABE'S**

Gabe's was founded in Morgantown, WV in 1961 with a mission to offer customers the quality products that they want, at affordable prices they love. Today our mission continues as Gabe's expands into new and existing markets across 20 states. Gabe's enjoys an outstanding reputation in the communities we serve. This reputation is a result of living our values and making the best decisions for our associates, customers, and company. Together we will strive to deliver superior customer service, create a great work environment, and improve the value we deliver to our customers.

JOB SUMMARY AND PURPOSE

The Maintenance Associate is responsible for ensuring that all customers have a great experience in our stores through friendly, helpful interactions and maintaining a neat, clean, and organized store. This position ensures the store environment such as the parking lot, store entrance, bathrooms, and store floors are always safe, inviting, and clean. This position also pays attention to the little things that make the store run smoothly to ensure the store environment is a contributing factor to the customer's happiness and making sure Gabe's is a great place to shop.

DUTIES AND RESPONSIBILITIES

- Clean all areas of the facility including floors, windows, restrooms, and trash receptacles. Regularly checks the restrooms to ensure they are clean, stocked, and ready for customers.
- Follow procedures, guidelines, and methods, uses approved chemicals, supplies, tools, and equipment.
- Ensure a safe and clean environment for customers and Associates by performing maintenance as necessary, responding to spills, operating floor scrubbers, and disposing of cardboard, plastic, and trash.
- Maintain appropriate levels of Company-approved chemicals and supplies needed to ensure a safe and clean facility.
- Ensure that chemical supplies are rotated and stored in proper containers in preparation for their use, replenishing supplies when they are low.
- Take pride in the cleanliness of the store by ensuring all areas are always neat, clean, and organized.
- Support other areas or projects as needed or directed by the management team.
- Maintain an awareness of a safe work environment and supports a culture of integrity in the store.
- Communicate effectively with other crew members and the store management team.
- Be aware of customers, and the customer experience while performing work duties during business hours.
- Acknowledge customers and thank them for shopping.
- May be cross trained to work in multiple areas of the store to provide support to fellow associates through sharing of knowledge, helping to complete tasks, and assisting in customer interactions as needed.

EDUCATION AND EXPERIENCE

- High School diploma or GED equivalent is preferred.
- One (1) year customer service experience preferred.
- Six (6) months custodial experience preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to communicate effectively and professionally with associates and managers.
- Ability to follow all company policies and procedures and ensure the safety of customers and crew members.
- Ability to provide excellent customer service through helpful customer interactions.

- Proven time management and organizational skills; ability to multi-task.
- Ability to stand for long periods of time and lift moderate weight (up to 50 lbs.).
- Ability to take direction and work collaboratively as part of a team.
- Ability to work a flexible schedule including nights, weekends, and non-business hours.

SUPERVISION

This position does not have any supervisory responsibilities.

DISCLAIMER

This description does not state or imply that the duties listed are the only duties to be performed by the position incumbent. Justification for information provided in the job description may be requested. Employees are required to follow job-related instructions and perform other job-related activities assigned by their supervisor.

All requirements are subject to possible modification in order to provide a reasonable accommodation to individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves, other employees, or the public.