

SERVICE STATION MANAGER

EAST AFRICAN GAS OIL LIMITED

East African Gas Oil Limited (EAGOL) was established over 10 years ago, with a mission to delight and be a premier Oil Marketing Company. EAGOL is committed to provide energy solutions comprising of petroleum products (Premium Motor Spirit (PMS), Jet A-1, Illuminating Kerosene (IK), Automotive Gas Oil (AGO) and Oils & Lubricants which meet and exceed our customer requirements in accordance with the ISO 9001:2015 Quality Management Systems in line with the highest professional standards aiming for continual improvement and customer satisfaction through the involvement and participation of all levels of management, staff and other interested parties.

East African Gas Oil Limited has retail stations in Kenya and depots operations in Mombasa, Eldoret, Kisumu, Nairobi and Nakuru and the Head Office in Nairobi.

EAGOL has presence regionally in Uganda retail stations, South Sudan as well as DRC and is looking to grow its retail network further within the region.

JOB PURPOSE

The Station Manager shall be responsible for daily operations at the service station, ensures that sufficient amounts of fuel are available, fueling equipment are functional, staff are available to meet customers' needs, and payments for fuel and merchandise are processed and recorded properly. Supervise staff to ensure Company policies and procedures are upheld as well as Station Standard Operating procedures are adhered to at all times.

DUTIES AND RESPONSIBILITIES

- Carry out Marketing activities for the station and ensure monthly set targets are achieved for fuel, lubricant and service bay sites.
- In charge of Fuel / Lubricants availability at the station at any given time (Stock Availability). Ensure station is well stocked at all times and doesn't run dry.
- In charge of wet stock report – reporting of variance both fuel and lubricants/non lubricants. Ensure product variances are within the 0.5% allowable difference.
- In charge of Offloading fuel and receiving of Lubricants and Non-Lubricants items at the station in the system
- Ensure compliance of Station's Standard Operating Procedures as per Service Station Manual
- In charge of staff – leave planning, ensuring excellent customer service, staff are always in PPEs and clean at all times
- Timely daily banking – cash and cheques
- Ensuring credit customer are adhering to set limits as approved by the Retail Manager
- Timely reporting of incidents and accidents to the management
- Ensure safety & health procedures are followed at all times and there is no non-compliance
- Timely approving of Petty cash expenses in the Station

- In charge of storing cash after the shift is closed – Approve daily shift before collecting the cash
- Implementation of product discounts as advised by the Retail Manager
- Maintenance and timely repair of the station equipment
- Responsible for ensuring consistent, compliant and profitable operations at the station, with the goal of increasing profits over time,
- Responsible for staff orientation, onboarding, mentoring and coaching
- Continuous staff performance appraisal and management of not up to standard performance in consultation with the HR
- Management of staff discipline and corrective action within defined policies and labour laws
- Monitoring and managing of staff shortages not to exceed the set limit
- Coordinate and ensure that weekly staff meetings are conducted and raised concerns actioned.
- Managing fellow colleagues and clients’ relationships, Business Development, Accounting & Finance, Legal requirement and health & Safety, Customer Service to deliver excellent customer service in terms of the marketing mix and flawless operations with the end result of Optimizing profitability of the business.
- Support the business growth initiatives by the business development team.
- Brand and Service Culture Management, Steward the execution of the branded customer offer (including site appearance & customer service standards)
- Identification of opportunities for forecourt and/or backcourt upgrades, as part of monthly site review

JOB QUALIFICATION & EXPERIENCE

- Degree or Diploma in a Business related course with at least 5 years’ experience in Station Management
- Excellent understanding of the petroleum industry operations
- Ability to steward a complex business with strong motivational, innovative, and interpersonal skills
- Demonstrated ability to influence, develop, and steward colleagues to achieve set goals and objectives through teamwork
- Legal counsel, Financing Contract, East African Law knowledge are added advantage
- Excellent Customer Service skills, effective communicator with excellent interpersonal skills
- Concern for accuracy - Actively check for accuracy of stocks data and shift opening and closure reports

If you meet the above job requirements, kindly submit your application (CV and Cover Letter) to recruitment@eastafricangasoil.com by **20th May 2022** clearly indicating your current salary and expected salary in your CV.