

Position Description: Sales team member

Supervision by: Kodiak Harvest Food Cooperative Project Director

Hours: 4-20 hours/week (part-time); covers 4-6 hour shifts

PURPOSE

The mission of Kodiak Harvest Food Cooperative (KHFC or Co-op) is to provide Kodiak communities with quality food choices that are locally sourced, economically sustainable, and environmentally responsible while promoting education and engagement. We are seeking a Sales team member to provide the members and customers of the Kodiak Harvest Food Cooperative with a high quality shopping experience in our member owned grocery store.

Successful candidates achieve this by engaging our customers in a friendly and professional manner, maintaining the store in a high degree of order and cleanliness, being knowledgeable about products in the store, and understanding and implementing the values of the cooperative. **This is a high engagement position** requiring continuous face to face interactions with members and customers seeking a full cooperative experience: shopping, education, and engagement. Must be **very reliable** and able to work **independently and as part of a team**, and perform activities with limited or no direct supervision. Position works up to 6 hour shifts, plus occasional events and activities. The Project Director works with the team to identify sustainable scheduling for team members.

This position reports to the Project Director and assists the Sales Coordinator. Works as part of a team with other team members, Board of Directors, and volunteers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Specific responsibilities will be developed by the KHFC Project Director and Board of Directors. General duties and responsibilities will include:

- The primary duty is to handle customer sales transactions at the front counter of the store in an engaging, friendly, efficient, and professional manner. Must be able to perform duties without direct supervision.
- Greet and interact with customers and assist them in locating inventory.

- Help customers in billing and payment; Operate point of sale equipment and follow directions and checklists to ensure appropriate recordkeeping.
- Maintain the store in an orderly state; Stocking, sorting, rotating, and displaying products as needed to ensure quality, visibility, and availability to customers
- Communicate with members and customers about products; learn about and familiarize self with store inventory
- Maintain the cleanliness of the store; Clean, sanitize, mop, dust, and organize as directed or needed to meet rules and regulations governing the store and maintain a professional establishment.
- Assist Project Director and Sales Coordinator as needed or directed in various store tasks; organize produce boxes, fulfill online orders, order products, stock products, prepare space for community activities and events.
- Must follow all rules, regulations, policies and procedures as directed.

QUALIFICATION REQUIREMENTS

- May require 18+ depending on shift
- Reliable, self-motivated, have strong interpersonal and customer service skills
- Desire to attend scheduled shifts with interest and effort
- Excellent communication skills (written and oral)
- Ability to handle cash and provide change
- Ability to work independently as well as in a team with the Project Director, Board of Directors, volunteers, and other stakeholders
- Excellent organization and time management skills with ability to deliver results according to agreed upon deadlines
- Able to learn and operate Point of Sale (POS) system in a proficient manner
 - Experience with Square or other online point-of-sale systems is a plus
- Ideal candidate will be an enthusiastic advocate of the local food movement and have interest in healthy foods and environmental impacts of extended food chains