



# CAMBRIDGE FOOD CO-OP

1 West Main Street, Cambridge, NY 12816 (518) 677-5731

## Front-End Associate Job Description

### Overarching Responsibilities

- Understands and supports the Cambridge Food Co-op's mission to serve our members and community by providing wholesome affordable foods in respect for each other and our world.
- Understands, supports and seeks to incorporate into all the Cambridge Food Co-op's operations the Seven Cooperative Principles as described in our By-laws and the International Cooperative Alliance.
- Is supervised by and reports to the Manager of Membership, Equipment, and Staffing (MES) and the Manager of Marketing, Inventory, and Purchasing (MIP).

### Daily Responsibilities:

- Communicate with and work as a team with the Managers, Shift Supervisors and Co-op Members
- Daily Operations
  - Use and model excellent customer service skills and practices while assisting with special orders, customer complaints, and all other areas of customer relations
  - Ability to answer questions on Co-op policies and procedures
  - Efficiently operate the cash register independently or when volume is high, be available to assist working members with their register transactions
  - Educate the public on membership, product information and store layout
  - Restock and maintain a vibrant looking produce cooler.
  - Assist members and customers with scales, bulk goods, and other merchandise as requested
  - Answer and direct phone calls.
  - Maintain a clean and well-stocked front store-end
  - Assist the managers in the receipt, pricing and shelving of inventory orders
  - Independently open or close the store
  - Count register drawers at the end of shift
  - Assist the managers in taking inventory or drawing up an order.



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- Be knowledgeable about state regulations and store procedures for handling and preparing food
- Undertake other tasks as assigned by the Managers
  
- Physical Requirements:
  - Frequent lifting and moving of containers and boxes weighing up to 50 pounds
  - Ability to climb and use ladders safely
  - Ability to stand for long periods of time
  - Comfortable bending and squatting

## Compensation:

- The Co-op pay rates are set by the Personnel Committee with input from the Managers and are subject to approval of the Board of Advisors. The Co-op pays for Worker's Compensation, FICA and other employer's share of payroll taxes.
- Accrued vacation and sick time will only be available to those regularly scheduled to work twenty hours per week or more. Please see the Employee Policies and Procedures Manual and its addendum on Vacation and Sick time for complete details.
- Co-op employees receive a discount of 20% on the regular retail price with no set allotment. Each employee will be able to use this discount towards regular priced items. However, SALE priced items will not be eligible for discounts. This would include any Loss Leaders that may not be marked SALE but are in fact priced close to or at cost. Further, Pre-Orders should be marked up 1.1 for staff. The total for staff discount must stay within monetary budget constraints. The budget will be reviewed quarterly, if the staff discount expense line starts to exceed the budget allotment for the year an adjustment to lower the percentage off may be initiated. Staff will be notified in writing if such a change is necessary.

## Performance Evaluations:

- The first three months of employment or time in a new position constitute a probationary period.
- The Front-End Associate participates with the Managers in a performance evaluation after the first three and six months in the position. Ongoing performance reviews are held annually.