

Our Village Gardens
4632 N Trenton St
Portland OR 97203



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JOB DESCRIPTION

TITLE: Part time Shift Lead
HOURS/WEEK: 12-20 hours per week.
PAY: Hourly \$19/hour

Date: March 2024

MARKET LEAD - Position Description

Position Summary:

Village Market is a non-profit, community-designed and operated, healthy corner grocery store in the heart of New Columbia in North Portland. Village Market strives to build community, promote health, offer fresh and healthy produce, grocery and prepared food items. Village Market is an exciting opportunity to work for a growing business in the dynamic North Portland community.

The Lead position leads efforts to ensure Village Market customers have an exceptional experience by making sure they are treated to excellent customer service in a store that is clean and well stocked. The Lead position focuses on setting the pace and tone for the day by role modeling positive energetic leadership, supporting and coaching Grocery Clerks to complete daily operations tasks, and leading the open, operation, and close of the Village Market store.

This Lead position will perform the full range of duties at the Village Market including: excellent customer service; accurate cash handling; efficient inventory maintenance; safe food preparation; and maintain a clean, organized and positive work environment. The Lead is responsible for onboarding and providing ongoing training updates as needed for employees. The Lead is expected to provide basic training and supervision of volunteers and interns in the store.

Village Market is open 7:00 a.m. – 9:00 p.m., seven days a week. Staffing schedules vary each week but are posted in advance.

Education and Experience Requirements:

A typical background for the person who can fulfill the duties of this position is as follows:

- Experience in a fast-paced retail or food service environment demonstrating attention to details and delivery of excellent customer service.

Required Skills:

- Values working in a multicultural/diverse environment.
- Excellent customer service skills, including display of friendliness, helpfulness and patience while assisting customers.
- Able to communicate effectively and to read and understand English.
- Ability to follow directions.
- Willing to continuously learn and willing to ask for support and help.
- Basic math skills, including the ability to identify/count money and make correct change.
- Ability to stand for long periods of time. Ability to lift up to 30 pounds on a regular basis.

Preferences:

- Knowledge of or experience with fresh, healthy food.
- Be able to work effectively as part of a team, helping out co-workers when needed
- Open to feedback and supervision.
- Able to work well with a diverse group of individuals.

Duties:

Set the standard for being a Clerk at Village Market

- Model positive and upbeat attitude; no complaining, profanity, or negativity. Hold team members to the same standard.
- Focus on customers. Checking out customers is a priority over all other Store Clerk duties.
- Prioritize the fresh perishable product care and merchandising.
- Exhibit strong knowledge of Village Market product offerings, promotions, and health and nutrition activities.
- Model strong work ethic and pace. Always be active and accomplishing tasks.
- Frequently walkthrough each aisle of the store facing and recovering products, discarding of trash, and ensuring all items have a current price tag.
- Perform all duties of Clerk (provide outstanding customer service, stock shelves, adhere price tags to products, set up store displays, , operate cash register, bag groceries, participate in cleaning/maintenance tasks, etc).
- Regularly attend staff meetings and participate in discussion and problem-solving.

Support and Coach Staff Team

- Support and coach the staff team. Observe, coach, and make those around you better. Provide guidance to MARKET Clerks when questions arise.
- Hold Store Clerks accountable for their actions. Ensure that staff are following Village Market policies and procedures. Speak up when something isn't done right. Show them the right way to complete tasks.
- Coordinate and assign breaks, responsibilities, and duties to staff team each work shift.

- Assist in training and orienting new staff, volunteers, and/or interns.

Lead Daily Store Operations – *The pace and tone you set for the day determines how successful the day will be.*

- Keep yourself organized and keep the store organized – everything in it's proper place.
- Complete a store walk through at the beginning of each shift. Make a plan for the shift and act on that plan. (Don't plod your way through the day mindlessly.)
- Complete opening and closing procedures, side work, and team meeting agendas. Ensuring that the Village Market is a welcoming, clean, fully stocked and merchandised grocery store.
- Maintain accurate inventory and maintenance records by utilizing the shrink, transfer and temperature logs.
- Ensure that the Village Market store is open and operating safely by troubleshooting facility equipment and POS issues, complying with agency safety guidelines, and following store theft prevention and robbery response policies.

Give Outstanding Customer Service

- Nothing should get in the way of providing outstanding customer service to each and every customer. Ensure that we are greeting customers when they enter the store.
- Respond to specific customer requests or concerns and refer any unresolved issues to Store Manager. Utilize customer feedback cards to document concerns and suggestions.
- Ensure that our customers enjoy a positive sales experience at the POS register.
- Be mindful of your impact on the customer experience. Exhibit good body language, use a respectful, calm, positive voice when dealing with customer complaints, and seek out customer interaction.

Perform Daily Cash Control Procedures

- Model detailed, organized, and accurate cash management and documentation.
- Manage safe change bank. Count change safe and provide coin/currency change to registers.
- Ensure Store Clerks are accurately completing cash-handling procedures and documentation, including: till count, daily register reconcile, counterfeit pen use, on register POS protocols, etc.

Provide Strong Communication

- Models and encourages direct, professional communication among all staff members and works to establish and maintain a positive, respectful work environment for everyone.
- Be solution-oriented. Look for problems and find/offer solutions.
- Read the Shift Notes and check with staff team members to ensure they have read and understand expectations.
- Use the Red Book (Store Diary) to get up to speed and communicate with the Village Market team. Complete the Red book at the end of each work shift.
- Provide strong communication to the Store Manager. Communicate all challenges, including: staff challenges, negativity of team members, cash control and store policy issues, maintenance and facility safety concerns, emergencies, and incident reporting.

Provide onboarding and ongoing training to other employees as needed

- Provide training to new employees including Village Gardens overview, daily store operations and standards, cashiering and safety orientation.
- Complete training check of list with new employee

- Re-train staff and team on store operations and standards as requested by Supervisor.

*Performs other duties as assigned by the Supervisor, Program Director of Executive Director

Staff Signature Date

Supervisor Signature Date