

## **Coop Job Openings: Part Time Membership Coordinators – Weekends**

The Coop is seeking to hire two Part-Time Membership Coordinators to work afternoon and evenings on:

- Saturday, Sunday, and Monday
- Friday, Saturday, and Sunday

The Membership Coordinator team supports the member labor system and facilitates the smooth functioning of the Coop for working members and shoppers.

Membership Coordinator work is divided among three areas listed here in their current order of priority and emphasis:

- Providing direct operational and policy support to the shopping floor during all hours of the Coop's operations
- Supervising and supporting the Membership Office and its functions
- Coordinating and participating in continuous improvement of the Coop's administrative functions

Successful candidates are reliable, self-motivated, and function effectively in a work environment characterized by many face-to-face interactions and multi-tasking.

### **Responsibilities and duties include but are not limited to:**

- Directing and delegating work to member-workers to ensure the smooth functioning of the front-end and the Membership Office
- Training members on front-end position tasks (checkouts, cashiers, entrance desk, FLEX, floor monitor, walkers), office procedures and policies, and returns/service desk duties
- Answering member questions in a prompt, friendly, courteous manner and referring them to other staff when necessary
- Resolving member concerns related to front-end operations
- Ensuring front end equipment, workspaces, and public areas are clean, efficient, and organized
- Communicating priorities to working members
- Providing technical support for the front-end following established procedures
- Troubleshooting POS systems and reporting software and equipment problems to the IT department
- Explaining Coop policies and procedures clearly and concisely to member-workers and shoppers
- Other duties as assigned

### **The Coop is looking for candidates who have these qualities:**

- Ability to identify and evaluate the Coop's needs, prioritize and complete tasks
- Flexibility that allows you to adapt to evolving Coop needs readily
- Team player who can also work with minimal supervision
- Ability to receive input, feedback, and direction from others to improve and correct performance
- Excellent people skills: Communicate in a clear, professional, and courteous manner that fosters a positive and cooperative work environment
- Remains calm under pressure and able to handle multiple demands
- Experience working with diverse groups
- Ability to oversee, train, consistently give constructive feedback, and explain procedures and policies
- Reliable and punctual attendance
- Excellent problem solver
- Accurate, detailed record keeper
- Ability to consistently work weekends and evening hours
- Proficiency with computers (Macs preferred), Microsoft Office, web-based applications, and email

### **Desired Skills:**

- Demonstrated understanding of the Coop's front-end operations and familiarity with POS equipment
- Familiarity with the Coop's membership policies and procedures and member services

### **Working Environment and Requirements:**

- Reach above shoulder height, crouch, bend, stoop, squat, climb stairs or ladders, stand or walk for long periods
- Sitting and standing at a desk using a computer
- Work in fast-paced surroundings with moderate to loud noise level
- You must be **fully vaccinated against COVID** per the NYC mandate, see <https://www1.nyc.gov/site/doh/covid/covid-19-vaccine-workplace-requirement.page>, and provide proof of vaccination

### **SCHEDULE**

Fridays, Saturdays, and Sundays -or- Saturdays, Sundays, and Mondays, afternoon and evening hours. This schedule would require at least one evening shift that ends no earlier than 9:30p.

**Wages:**

Starting at \$29.64/hour

**Reports to:**

General Coordinator responsible for Membership Coordinators

**Benefits:**

NYC mandated Safe and Sick Leave, Holiday Pay, 401k Plan, TransitCheks

**Pre-Requisites:**

Candidates must be current Park Slope Food Coop members for at least 12 months immediately before application.

Please include a cover letter with your application. Applications will be reviewed on a rolling basis until the positions are filled. To apply, click here: <http://bit.ly/PSFCJobs>.

The Park Slope Food Coop is an equal opportunity employer that values diversity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills and are seeking an applicant pool that reflects this diversity. All employment is decided based on qualifications, merit, and Coop needs.