

## **Menomonie Market Food Co-op Skipper Position Description**

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**STATUS:** Pay Level II

**REPORTS TO:** Customer Services Manager

### **JOB SUMMARY:**

The Skipper will assist the Customer Service, Fresh, Center Store, and Deli departments with daily tasks, and will perform needed storewide tasks. This position will give prompt, friendly, helpful customer service while providing leadership to level one staff. The Skipper helps the store to meet objectives for sales, labor, productivity, and our Ends Statement, which is to be central to a thriving, healthy community.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **I. CUSTOMER SERVICE AND INTERNAL SERVICE**

- A. Provide excellent customer service to our shoppers, making the customers' needs your priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- E. Work to resolve any customer complaints or issues with appropriate department manager and any internal conflicts directly.

#### **II. LEADERSHIP**

- A. Model supportive and participatory leadership; promote team building within the staff.
- B. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
- C. Ensure that communications are clear, direct, and respectful.
- D. Ensure the integrity of MMFC's Ends Statement in decision-making and interactions with others.
- E. Use effective and respectful problem solving method to resolve issues.
- F. Act as a model to all store employees by following all policies and procedures and upholding the Ends, vision and values of the organization.

#### **III. TRAINING AND TEAM BUILDING**

- A. Work with Shift Captain to set work priorities for daily and weekly tasks.
- B. Provide feedback on day-to-day performance of store staff to appropriate managers.
- C. Participate in the training and orientation of staff as assigned.
- D. Assist the Development Team in enforcing and maintaining systems that increase quality and efficiency.
- E. Help to ensure excellent cross department communication.

#### **IV. STORE SUPPORT**

- A. Assist with deliveries and stock product following department procedures.
- B. Maintain attractive, fully stocked, rotated, and faced sections and displays.

- D. Ensure out of stock and sale products are correctly marked.
- E. Process customer purchases efficiently and accurately. Bag customer purchases as needed.
- F. Assist customers by answering questions or offering to carry out groceries.
- G. Encourage shoppers to become owners. Sign up new owners.
- H. Maintain a clean kitchen: wash dishes and equipment; remove trash, recycling, and compost; sweep and mop kitchen and deli seating areas as needed.
- I. Assist cooks with food prep such as washing, chopping, measuring, and mixing.
- J. Maintain salad/hot and coffee bars.
- K. Produce made-to-order deli items.
- L. Package and label deli items and bulk repack items.
- M. Cull old or low-quality items, record, and properly dispose of them.
- N. Provide product information to customers and staff. Report customer comments, complaints, and suggestions to the appropriate manager.
- O. Perform opening and closing duties, following established procedures.
- P. Work regular Shift Captain shifts, including night and weekend shifts. (see Shift Captain job description.)
- Q. Offer samples and suggestions for purchase and use of products, as appropriate.
- R. Attend department meetings, Skipper meetings, and storewide meetings.

#### **V. STORE MAINTENANCE**

- A. Ensure that all store areas are in clean, safe, orderly condition, meeting health department standards. Perform routine cleaning and maintenance for sales floor, bathrooms, back stock, kitchen, and classroom. Assist with deep cleaning as assigned.
- B. Participate in inventory counts and department resets as assigned.
- C. Maintain store equipment in working order. Advise department managers or General Manager of any problems.
- D. Participate in setting productivity goals.
- E. Perform other tasks assigned.

#### **QUALIFICATIONS:**

- Previous experience in a fast-paced retail setting preferred.
- Previous experience in stocking, receiving, kitchen work, and/or money handling preferred.
- Knowledge of natural foods preferred.
- Ability to stand for long periods.
- Ability to work in close quarters with other people.
- Manual dexterity with hazardous equipment.
- Ability to work in cold and wet conditions.
- Ability to handle multiple demands.
- Ability to communicate respectfully, clearly, and completely.
- Calmness under pressure.
- Ability to project an outgoing, friendly personality.
- Attention to detail, accuracy.
- Willingness to work evenings and weekends.
- Ability to regularly lift up to 50 pounds.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.