

Menomonie Market Food Co-op Shift Captain Position Description

STATUS: Members of the Customer Services department at Level II or above
Other designated, trained staff at Level II or above
Pay level of Primary Job Description

REPORTS TO: Manager of home department

JOB SUMMARY:

The Shift Captains oversee store conditioning and store security, and ensure smooth store operations and prompt, friendly, courteous customer service during designated shifts by maintaining a supervisory presence in the store.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

I. CUSTOMER SERVICE AND INTERNAL SERVICE

- A. Provide excellent customer service to our shoppers, making customers' needs the 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 oneself 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 people 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 correct channels to respectfully resolve interpersonal conflicts.
- 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. SHIFT CAPTAIN DUTIES

- A. Ensure clean, conditioned, orderly, efficient operation of MMFC.
- B. Communicate illness or injury to employees' department manager; assist in finding coverage in the absence of the department manager or other department leadership.
- C. Maintain security of store, staff, and customers during opening, closing, and throughout the day.
- D. Handle issues that cannot be resolved by other staff (e.g. complaints, shoplifting, medical emergencies, disorderly patrons, weather emergencies, etc.).

- E. Monitor workflow and provide guidance and direction as requested or required; provide appropriate feedback to department managers.
- F. Maintain store equipment in working order, and follow established procedures for handling breakdowns. Advise Facilities Coordinator or General Manager of equipment problems or needs.
- G. Other responsibilities as directed.

IV. AUTHORITY

Shift Captain MAY:

- Send a staff member home for non-compliance of MMFC policies
- Delegate tasks to staff and keep staff members on-task
- Report staff behavior to appropriate Manager

Shift Captain MAY NOT:

- Hire new staff or fire current staff
- Discipline staff members
- Alter MMFC operations or procedures
- Enter into contracts with vendors or service providers

QUALIFICATIONS:

- Must hold a concurrent job title at MMFC and must not be At Risk in that employment
- Ability to solve problems and handle multiple demands
- Ability to communicate respectfully, clearly, and completely
- Calmness under pressure
- Ability to project an outgoing, friendly personality
- Ability to take direction and to delegate responsibility
- Willingness to work evenings and weekends
- Regular, predictable attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job