



JOB DESCRIPTION

Job Title:	Demo Clerk	Reports to Job Title:	Demo Coordinator
Department:	Marketing & Membership	Division:	Administrative
Direct Report(s):	None	FLSA Status:	Non-exempt
☐ New Position	☒ Revised Position	Last Revised:	3/30/17
Salary Scale: \$10.50-14.82 DOE	Internal Posting Date: 5/3/2017-5/8/5017	Status: Casual 20-22	External Posting Date: Until Filled

SUMMARY:

As a member of the Outreach team, assist with execution of the Co-op Demo program with the fundamental interest and ambition toward growing customer awareness of various products, increasing sales, and fostering a fun shopping experience. Main goals include shopper and vendor engagement, and providing educational, informational, and fun experiences within the stores. This position will be a part of the Marketing & Membership Department and provide assistance as needed in any other areas that support the Co-op and its goals. Work will be performed at both store locations and at times off-site.

ESSENTIAL FUNCTIONS: (other duties may be assigned)

1. Customer Service

- a. Treat people fairly, consistently, and with respect.
- b. Ensure efficient, informative, and friendly service according to established customer service vision and standards.

2. Demos

- a. Setting up an attractive and food safe display, providing appropriate sample sizes, have a working knowledge of the product being sampled, and cleaning up the demo area afterwards
- b. Communicate with and report out to the Demo Coordinator
- c. Assist with Co-op in-house and outside events as assigned, including event set-up, food and beverage preparation and presentation, being actively involved with the event and interacting with the public, and clean-up responsibilities after the event
- d. Assist with on- and off-site events as assigned

- *Other Duties: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.*

COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Exceptional customer service skills
- Ability to engage customers in Co-op products and philosophy
- Knowledge of and passion for natural foods
- Knowledge and enjoyment of cooking and safe food handling practices
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Willingness to take direction, to learn and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Computer competency with Microsoft Outlook, Excel, Word, Internet, as well as standard office procedures, and phone/email etiquette
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to comprehend and carry out instructions in written, verbal or diagram form
- Analytical ability and proficiency in math
- Demonstrate ability to follow through on commitments
- Ability to be self-directed and work efficiently
- Ability to work as a cooperative team player
- Must be able to travel between stores and event locations using own transportation

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

WORK ENVIRONMENT:

Team-oriented office environment for administrative work. Fast-paced retail sales floor environment for demo program. Events often take place off-site at predictable locations. At times may work long hours to pull off an event. Regular work lifting, bending, standing and moving large and/ or bulky items upstairs and in and out of

venues including tables, coolers, breakable objects. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and live music. Occasional job related travel within Humboldt area.

PHYSICAL DEMANDS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and /or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.
- While performing the duties of this job, the employee is regularly required to sit and talk or listen. The employee frequently is required to reach with hands and arms. The employee is occasionally required to walk and use hands to finger, handle, or feel objects, tools or controls.
- The employee must regularly lift and/or move up to 20 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.
- The noise level in the work environment is usually moderate.

POSITION TYPE & EXPECTED HOURS OF WORK:

20 hours per week, hours dependent on demo schedule.

EEO STATEMENT:

The North Coast Co-Operative provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, The North Coast Co-Operative complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

SIGNATURE:

This job description has been approved by all levels of management:

Manager_____

HR_____

*Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____Date_____