

# the mustard seed.

CO-OPERATIVE GROCERY, INC.

## DAY MAKER - RETAIL SALES

### POSITION SUMMARY

Mustard Seed Day Makers specialize in bringing joy to our community of owners and customers through delivering high-quality products and Day-Making customer service. Being a Day Maker requires hard work, creativity, and the willingness to have fun! Being a part of the Mustard Seed team is a truly rewarding experience. Although it can mean long days standing, weekend work, and dealing with constantly changing circumstances, it pays off when you have gone the extra mile to surprise and delight a customer - and you see the genuine delight you can create through a simple shopping trip!

Day Makers deliver on the goals of our members to bring together the best local, wholesome foods for our enjoyment and delight, while positively impacting our health, local economy, environment, and community. Day Makers help every customer feel part of a community that's making Hamilton great! Day Makers do this by through presenting our products and team at their best.

Day Makers know that successful Mustard Seed retailing means:

- Bringing to the team every shift, an upbeat, outgoing, contagious attitude
- Creating a positive energy that builds from being around people
- A love for sharing the best wholesome foods from across our region and Ontario
- Having an inner desire to bring joy to those around you!

Day Makers want the fun, challenging experiences that can happen every day when they improve people's lives.

### KEY RESPONSIBILITIES

#### Customer Service

- Make customers' day through welcoming, positive, and personable contacts
- Provide quality, defect-free products in a well-presented manner
- Convey the Co-op's mission and values, sourcing priorities, and information about products in order to inspire
- Encourage new customers to become members of the Co-op, explaining the benefits of ownership and our Co-op's contribution to our community
- Resolve problems in a proactive and constructive manner

#### Store Operations

- Perform opening and closing duties as required by shift, following established procedures
- Show proficiency in using the point of sale system to process purchases quickly and accurately
- Receive and stock new inventory
- Ensure accurate, up-to-date prices, location, & dietary information of products in POS system and on shelf tags
- Embrace working alongside volunteers on stocking and other store activities

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## Merchandising

- Stock, rotate, merchandise and face product to maximize appearance of bounty and variety available
- Maintain attractive displays as designed by Merchandising Lead
- Ensure produce is displayed in an attractive, bountiful way highlighting its freshness and quality
- Keep accurate waste records using the Point of Sale System
- Check sell-by dates and remove defective products to ensure fresh, defect-free products are stocked
- Maintain shelves, displays, aisles, preparation, and storage areas in a clean, orderly condition

## Any other duties as assigned.

## DESIRED SKILLS AND EXPERIENCE

### Prerequisites:

- 1-3 years experience in customer service, preferably in food or hospitality
- A reputation for excellent relations with customers and teammates
- 1-3 years of cashier experience
- Ability to work full shifts involving standing, walking, squatting, bending, reaching, and lifting up to 50 lbs.

### What we want from you:

- Passion for learning in general, and specifically about local food, farming practices, and healthy living
- Interest and willingness to learn about local fruits and vegetables, including their storage and preparation
- Passion for people and customer service, including good listener and communicator
- Engagement with achieving the Co-op's business targets
- Ability to effectively manage emotions in a workplace
- Ability to recognize when help is needed, and readiness to ask for it
- A "We-Can!" attitude – A desire to support and encourage teammates for shared success
- Weekend availability: our busiest days are Thursday through Sunday, so that is when we have the most hours

The Mustard Seed Co-op is passionate about bringing joy to our owners, our community, and our staff through quality, local food and Day Making customer service. We want to find exceptional people to continue to build our quality team of Day Makers!

**Reports to:** Operations Team (with Assigned Lead)

**Hours:** Full-time: up to 37.5 hrs/wk (shifts will include some evenings and weekends) Part time 20-28 hrs/wk, minimum of 3 shifts required.

**Apply:** Email [stacey@mustardseed.coop](mailto:stacey@mustardseed.coop) with a cover letter outlining your commitment to our Co-op's vision & values.

*The Mustard Seed Co-operative Grocery is an inclusive and equitable employer committed to a living wage and encourages applications from qualified candidates that reflect the diverse populations of Hamilton, ON.*