



## **ALFALFA HOUSE**

COMMUNITY FOOD CO-OP • SINCE 1981  
113 Enmore Road  
Enmore NSW 2042  
TEL 9519 3374  
WEB [alfalahouse.org](http://alfalahouse.org)

# Position Vacant: **Shop Coordinator**

<b>Status</b>	Casual
<b>Shifts</b>	must be available on weekdays particularly Thursdays. The role is physically demanding and involves lifting.
<b>Remuneration</b>	Level 3 General Retail Award \$25.28 per hour plus 9.25% super
<b>Applications close</b>	Wednesday October 5, 2016

### **Position Summary**

The Shop Coordinator is accountable to co-op's board, the Members' Council (MC). The position involves maintaining the day-to-day running of the shop, including shop presentation, display, sales, restocking, customer service, coordinating volunteers, general cooperative and administrative duties associated with this position in accordance with co-op policy and procedures.

It is essential that Shop Coordinators work cooperatively with all staff, MC and volunteers to achieve a consistently high standard of service to members and shop customers.

### **Job Description**

- 1 Set up the shop for the day's trading (if first shift of the day) ensuring that all available products are on display, the shop is clean, tidy and clutter-free and that till float is correct.
- 2 Constantly monitor presentation, quality of stock, stock levels in the shop and restock shop as and when required.
- 3 Promptly serve customers. Be courteous and helpful, advising them, when necessary, of co-op procedures.
- 4 Operate cash register ensuring breaks are taken in accordance with OH+S Policy.
- 5 Put away excess cash from till into safe.
- 6 Keep shop, till area, sink area, storeroom and stock containers (bins, jars etc.) clean and tidy, taking special care of spillages or other floor debris.
- 7 Keep storeroom as clean and organised as possible.
- 8 As appropriate, encourage members to become volunteers.
- 9 Accept membership applications, welcoming new members and ensuring that the applications are legible and correctly completed and are stored appropriately.

- 10 Ensure that the co-op backyard is kept clean and tidy and that all rubbish is disposed of in accordance with co-op policy and procedures.
- 11 Participate in the decision-making and organisation of the co-op, including attending monthly staff meetings and on occasion MC meetings as a staff delegate.
- 12 Ensure that OH+S regulations are always practised in the performance of the position's duties and actively participate in the maintenance and improvement of OH+S procedures including risk assessment processes.
- 13 Work cooperatively and harmoniously with other staff, volunteers and MC.
- 14 Take responsibility for co-op infrastructure and general running and maintenance of co-op equipment in consultation with other staff on roster and in accordance with co-op procedures.
- 15 Take responsibility for the passing of information relating to your shift to the next shop coordinator on the roster or to other pertinent staff.
- 16 Perform end-of-day procedures (if last shift of the day):
- 17 Balance cash register;
- 18 Secure the days takings in the safe;
- 19 Secure float;
- 20 Turn off equipment as required;
- 21 Put away perishables;
- 22 Sweep and mop shop;
- 23 Clean work areas and storeroom including shelving and equipment;
- 24 Lock the shop.

### **Other Duties**

- 1 Assist the Stock Coordinators with receiving, checking, weighing (if required) and storing deliveries, matching the deliveries with produce ordered.
- 2 Assist with the monitoring and recording of stock loss.
- 3 Ensure that systems to reduce stock spoilage are maintained, paying special attention to storage of perishable items.
- 4 Train and assist volunteers, ensuring that WH+S policies and procedures are explained and maintained, assigning tasks appropriately.
- 5 Assist with the maintenance of shop signage.
- 6 Ensure that time sheets are completed and correct.
- 7 Undertake training, both as trainee and trainer, with Stock Coordinators, other staff and specialist trainers.

### **Employment Selection Criteria**

#### **Essential**

- 1 Enthusiasm and willingness to develop a strong working knowledge of organic and wholefoods in retail environment or previous experience in this area
- 2 Experience in customer service, preferably in a retail environment, and an understanding of customer needs.
- 3 Ability to work with other staff and volunteers.
- 4 Working knowledge of WH+S regulations and practices.
- 5 Time management skills including the ability to prioritise tasks.
- 6 Good communication skills with the ability to show initiative and work within a team.
- 7 Computer literacy and relevant level of experience in word, email and database programs. (AH is an Apple Mac computer environment, our database software is FileMaker Pro).
- 8 An understanding of and use of cooperative structures, consensus decision-making and conflict resolution strategies.

- 9 Availability to cover additional shifts (preferably let us know your availability on application).

### **Desirable**

- 1 Experience in the not-for-profit sector.
- 2 Previous participation in a co-op and/or with community-based organisations.

Please note: A performance review of the position will be conducted at the end of the first three (3) months of employment.

### **How to apply for this job**

Please submit a written application addressing each of the selection criteria as separate discrete points.

In your application, please include your contact details, a current resumé, and the names and phone numbers of two referees (who can be contacted in Australia).

Please Note: Applications will only be accepted in digital form, ideally emailed. Send email to [manager@alfalfahouse.org](mailto:manager@alfalfahouse.org), using the subject line: Shop Coordinator application

Attachments must be in Word (.doc only, NOT .docx), Rich Text Format (rtf), or PDF format.

For further information, please contact the Acting Coordinator: Human Resources on 9519 3374 or by email at [manager@alfalfahouse.org](mailto:manager@alfalfahouse.org).

Please note that employees of Alfalfa House are required to be members of the co-op. Alfalfa House is an equal opportunity employer.

Email applications must be sent before midnight Wednesday October 5, 2016.

Interviews are planned for the week beginning Monday October 10, 2016.