



Quincy Natural Foods Cooperative
Marketing & Member Services Coordinator
Job Description

STATUS: Full-time, Hourly, Non-Exempt

PAY RATE LEVEL: V

REPORTS TO: General Manager

SUPERVISES: None

Job Summary

The Marketing and Member Services Coordinator is responsible for supporting optimal customer service, shopping experience, service to QNF member-owners, and community outreach organization-wide, and works with the Co-op's management and employees to effectively tell the Co-op's story. This position is responsible for promoting the cooperative business model, representing the Co-op effectively, and supporting goals, objectives, and directives set by the Co-op board and general manager (G.M.).

ESSENTIAL DUTIES:

I. LEADERSHIP

1. Understand, support, and reinforce:
 - Quincy Natural Foods Co-op's Mission, Vision, and Principles
 - Quincy Natural Foods Co-op's product standards
 - Quincy Natural Foods Co-op's customer service standards
 - Workplace positivity and accountability.
2. Maintain comprehensive knowledge of, and ensure compliance with, regulatory rules and standards relevant to the department.
3. Act as a model for all employees, abiding by all co-op policies and procedures outlined in the Employee Manual and other guidelines.
4. Demonstrate cooperation and professionalism, ensuring the integrity of Quincy Natural Foods Co-op's values, principles, and standards in decision making and interactions with others.
5. Act as Manager on Duty as needed, providing policy reminders, safety instruction, workplace oversight and general support to staff.
6. Consistently staff meetings and other department meetings as required
7. Follow procedures in the case of emergencies (such as fire, power outages, and evacuations), injuries and workplace violence, and non-emergency situations such as shoplifting and disruptive behavior.
8. Comply with the requirements of QNF's Illness & Injury Prevention Program and address employee concerns and questions related to the IIPP.

II. MARKETING

1. Coordinate in-store demos, promotions, posters, and ads at both store locations.
2. Coordinate outside advertising (local newspaper, etc.) with G.M. approval.
3. Maintain QNF web site and social media sites, in collaboration with co-workers.
4. Maintain knowledge of and work with G.M. to utilize NCG marketing tools and programs.
5. Effectively convey the Co-op brand to all potential audiences.

III. COMMUNITY OUTREACH

1. Develop and maintain a yearly calendar of event participation with G.M. approval.
2. Plan co-op participation in and promotion of approved community events.
3. Act as liaison with community organizations, as directed by G.M.
4. Coordinate presentations to educate community organizations and promote the goals and purpose of Quincy Natural Foods, as directed.
5. Promote and coordinate QNF workshops and classes.

IV. MEMBER SERVICES

1. Oversee editing, publication and distribution of QNF newsletter.
2. Maintain member-owner emailing database and manage member online communications.
3. Maintain board information display and calendar in stores.
4. Provide support as needed for board elections
5. Coordinate and provide member orientation or other information.
6. Ensure that member-owner share purchases are processed and oversee other mailings.
7. Work with the board Membership Committee to plan and host the Co-op Annual Meeting.
8. Plan Member-Owner Appreciation Day and other member-owner events and coordinate implementation with store staff and board as appropriate.
9. Coordinate QNF worker-member program

V. BOARD SUPPORT

1. Provide clerical assistance to the QNF Board of Directors such as letters, memoranda, reports and other written communication as requested by the board.
2. Copy, compile and distribute materials for board meetings.
3. Attend all board meetings, the Annual Meeting and other board functions as requested and record minutes.
4. Set up, pick up food for, and if needed, clean up board meetings.

VI. FISCAL/MANAGEMENT

1. Assist the GM with annual budget development as requested and monitor performance quarterly, using information provided by finance.
2. Communicate productivity, system improvement needs, and other relevant information to the GM in a timely, thorough, and professional manner.

VII. OTHER

- 1. Provide back-up cashiering and other customer service support to the front end.
- 2. Provide membership and other training to Co-op employees as needed.
- 3. Assist with employee and other events as requested by the GM.

WORK ENVIRONMENT

- 1. Environment can be fast paced and physically demanding.
- 2. Store work area is open to the public, with frequent customer interaction.
- 3. Office environment is relatively quiet: occasional noise due to meetings, visitors, etc.
- 4. Occasional work in cold/hot climate areas (i.e., occasional outdoors events, on-site and off-site); primary work location is in temperature-controlled building.
- 5. Crowded work spaces are possible. Computer sharing sometimes required.

DESIRED SKILLS & QUALIFICATIONS

- 1. Minimum one year of related event and/or community outreach experience
- 2. Minimum one year of demonstrated management skills and experience.
- 3. Demonstrated excellent customer service skills and service orientation.
- 4. Demonstrated organizational, planning and time management skills
- 5. Ability to represent the Co-op in a positive, helpful, professional manner.
- 6. Excellent verbal and written communications skills.
- 7. Dedicated work ethic, reliable, flexible and adaptable.
- 8. Demonstrated ability to work independently.
- 9. Proficiency in Word, Excel, PowerPoint, web site management, social media, and other internet applications
- 10. Retail grocery, cooperative, and/or natural foods experience helpful.
- 11. Occasional travel and weekend or evening work are required.

ESSENTIAL PHYSICAL REQUIREMENTS

- 1. Bending, sitting, and reaching
- 2. Using fingers and hands to handle, feel, and operate equipment
- 3. Specific vision ability: close vision, color vision, depth perception and adjust focus
- 4. Hearing ability, able to hear at normal speaking levels
- 5. Ability to lift up to thirty pounds unless restrictions apply
- 6. Ability to stand for extended periods (up to four hours).

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements, and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.

Job description approved by:

General Manager

Date _____

Job Description read and received by:

Employee Signature

Date _____