

JOB OPENING

Perishable & Dairy Buyer + Collective Manager



This 35-40 hour/week position includes Operations Management, Collective Management, and storekeeping responsibilities. The purpose and job descriptions for these positions are as follows:

Perishable & Dairy Buyer

- Responsible for the selecting, pricing, and promoting designated products
- Responsible for meeting objectives for sales, margin, and inventory turns
- Maintains good relations with vendors
- Fulfills special orders and assists customers.

Collective Manager

- Keep the Co-op financially viable
- Make food available to people in a humane environment
- Further People's Ends and the Cooperative Principles
- Democratically manage the Co-op's operations within the constraints (Limitations Policies) set forth by the Board of Directors

Storekeeper

- To engage community members and provide prompt, welcoming service.
- To keep the store clean, safe, and well-functioning.
- To further the Ends of the co-op.

**Applications are due no later than Saturday,
April 27th, 2024.**

Who We Are



People's Food Co-op is a values driven, community-owned natural foods store, operated with a democratic, consensus-based Collective Management structure. **In addition to fulfilling core job responsibilities, Collective Managers are required to participate in collective management duties, and work regular storekeeping shifts.** People's is managed by about 25 Collective Managers, owned by 5000 Member-Owners, and operates from a set of values referred to as our Ends Statement. People's Ends Statement guides the work we do, and frames our priorities and decisions at the Co-op, as follows:

A passionate community working together for sustainability, progressive land and animal stewardship, human rights, social and economic justice.

- **Thriving cooperative and local economies**
- **A safe, welcoming community where all are valued**
- **A Democratic workplace where all workers' voices are valued**
- **Access to healthful foods our customers can trust**

In addition to our Ends, People's is proactively working toward increasing access to good, local food, supporting farmers of color, reducing the amount of waste we produce, and making the everyday work we do as meaningful and impactful as possible.

Being a Collective Manager at People's is an opportunity to participate in a non-hierarchical workplace, where we put our commitment to social justice, equity, and sustainability at the forefront of our work. This kind of work requires a high level of engagement, ability to collaborate, self reflection & self awareness, and the desire to learn new things.

As Collective Managers, we get to share our unique skills and develop new ones in order to participate in all aspects of running a natural foods grocery store. Is there a new skill you want to learn or get more experience in? We offer staff development opportunities as a key element of our management model. Collective Managers have the opportunity to get hands-on experience and develop skills in finance, marketing, tech, department management, human resources, operations, business development, customer service, business management, and the natural foods industry. Working at People's gives us the support and the chance to build these skills in a collaborative and cooperative values based mutual aid and supportive environment where anti-racism and anti-patriarchy work are ongoing.

Compensation, Benefits, & COVID-19 Workplace Protocols



Compensation & Benefits

- **\$17.68/hour starting wage for all positions**
- **25% discount on purchases at the Co-op**
- Human scale and empowered workplace
- Full time hours minimum of 35 hours per week
- Medical & dental insurance (including access to naturopathy, chiropractic, & acupuncture)
- Generous paid time off
- Annual Raises
- Employer matching retirement benefits

COVID-19 Workplace Protocols for all staff

- People's is requiring disclosure of vaccination status that will be visible to all staff.
- All staff will observe 6 feet of distance from other staff and customers and HOOs while at work. In Backstock or Upstairs in the offices, a staff person may choose to waive this social distancing requirement from another staff person if mutually consented to.
- All staff will wear a face mask while inside the building. This requirement does not apply to folks working in the driveway or in the courtyard. In the Upstairs offices, a staff person may choose to remove their mask while working if it is consented to by all other staff working in that same space.
- We are encouraging working remotely where possible.
- The Community Room will be available for unmasking and breaks.

How to Apply



Please return **ONLY** the following application pages if you are applying.

Thank you for your interest in working with us at People's!

We understand that applicants with less or less specialized experience often feel discouraged from applying for some jobs, and we are actively working to hire more BIPOC, queer, trans, women, and people who's primary language is something other than English to our already-diverse crew. Please briefly answer each application question to the best of your ability, (maximum 200 words per answer).

Please submit ONLY your answers to the questions and your resume/cover letter if you are including those. We encourage you to keep everything in the application packet for your reference. We only consider resumes that are submitted with complete application questions.

You may submit your application via email to [hiring@peoples.coop](mailto: hiring@peoples.coop), drop it off at the store, or mail it to us at:

People's Food Co-op
attn: Hiring Committee
3029 SE 21st Ave
Portland, OR 97202

Applications are due no later than Saturday, April 27th, 2024.

If your application is selected, we will be in touch with you to invite you for a first interview. We generally have two interviews before making offers. Hiring processes can take up to 3 weeks from the first interview.

PERISHABLE & DAIRY BUYER + COLLECTIVE MANAGER APPLICATION

Name: _____ Pronouns: _____ Date: _____

Address: _____ Zip: _____

Phone Number where we can reach you: _____ Email: _____

****Applications Due No Later Than Saturday, April 27th, 2024****

Please answer each question in a maximum of 200 words.

Section 1 Cashiering, Customer Service, & Collective Management

1. Please tell us briefly about any experience you've had cashiering and providing customer service.
2. How do you describe good customer service and how you would provide it?
3. Please describe any experience you have working at a natural foods grocery, or in the natural foods, wellness or sustainable agriculture industries.
4. Please describe any experience you have working at a cooperative.
5. Please tell us about any experience you have working in collective management. If you don't have experience, please describe how you would see yourself in the role of collective manager and what qualities would you feel are most important in collective management?
6. Have you had experience working as a supervisor or trainer?

7. People's staff are responsible for upholding our social justice ends and our safer space policies and being welcoming to all community members. Please describe any thoughts, training or experience you have working with customers and coworkers who are people of color, women, LGBTQ+ and other people whose lives do not conform to expectations of white, cis-gender and heterosexual norms.

Section 2: Perishable & Dairy Buying

1. Please tell us about any experience you have had buying, ordering and receiving for a grocery store? For perishable and dairy products?
2. What are some of the factors you would consider when developing a buying strategy?
3. What skills of yours do you feel would be particularly useful as a buyer and receiver at People's?

Section 3: General

1. What is exciting to you about this opportunity?
2. What else do we need to know? What would you like to share with us?

Employment History

Please note any employment - past or present- that you think would be helpful in the consideration of your application. *Feel free to submit a résumé to supplement, but please complete this section as well.*

Employer _____ Dates of
employment _____

Address _____ Supervisor _____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

Employer _____ Dates of
employment _____

Address _____ Supervisor _____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

Employer _____ Dates of
employment _____

Address _____ Supervisor _____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

Professional References:

1) _____

Relationship: _____ Phone#: _____

2) _____

Relationship: _____ Phone#: _____

3) _____

Relationship: _____ Phone#: _____

Other Important Educational Experiences:

Please add or attach your resume and/or cover letter if you like. People's expects the information provided above to be accurate to the best of your knowledge.

People's is an equal opportunity employer and encourages diverse applicants to apply! We will not discriminate on the basis of sex, age, race, ethnicity, gender identity, size, religion, marital/parental status, sexual orientation, national origin, or any other characteristic irrelevant to the good execution of this position.

Optional: Help us get the word out about our positions better: How did you hear about this job?

- »» Social media »» Word of mouth »» Poster at Co-op
»» Poster elsewhere »» People's website »» other: _____



DEPARTMENT BUYER JOB DESCRIPTION

(GROCERY, DAIRY, PERISHABLES, FROZEN, BEER & WINE, BULK, NON-FOODS)

Purpose: To select, price, and promote designated products; To meet objectives for sales, margin, and inventory turns; To provide prompt, friendly, helpful customer service.

Status: Reports to Board, via Collective, via Buyers Team
21-35 hours for buying, stocking, receiving for three people buying all Grocery sub-departments
24 hours for buying, stocking, receiving for one person buying Non-Foods

Responsibilities:

- 1) PURCHASING
 - a) Negotiate with suppliers for favorable prices, terms, quality, delivery.
 - b) Place orders to ensure regular supply, and adequate supply for specials.
 - c) Evaluate vendors and investigate new sources of supply.
 - d) Receive large deliveries following established procedures. Obtain credit from vendors as needed.
 - e) Calculate prices or provide pricing guidelines to other staff, to meet margin goals.
 - f) Ensure accurate, up-to-date price labeling for department items.
 - g) File invoices on time.
- 2) MERCHANDISING
 - a) Plan and maintain attractive, fully stocked and rotated (and faced, where applicable) sections, (bins, freezers, coolers).
 - b) Ensure accurate, uniform, up-to-date department signs as needed, following standards maintained by Marketing & Member Services Manager.
 - c) Visit other stores for price comparisons, product and merchandising ideas.
 - d) Attend trade shows and conferences as planned and budgeted for by Personnel Manager.
 - e) Provide product information to customers, staff and newsletter.
 - f) Provide assistance with special orders and other prompt, friendly, courteous customer service.
 - g) Develop interesting and attractive seasonal sales and displays
- 3) DEPARTMENT MAINTENANCE
 - a) Ensure department compliance with National Organic Program rules and requirements, coordinate relevant NOP training for staff and HOOs.
 - b) Ensure that unsellable items are returned or otherwise properly disposed of, following established procedures. Keep accurate shrinkage records.
 - c) Ensure that department areas (aisles, shelves, bins, and storage areas) are in clean, orderly condition, meeting health department standards.
 - d) Participate in and/or insure coverage for inventory counts of department.
 - e) Communicate with Maintenance Coordinator to maintain department relevant equipment.
- 4) OTHER DUTIES
 - a) Coordinate HOO trainings, ensuring that training programs are comprehensive and that all HOO training is completed.
 - b) Prepare quarterly reports to the collective.
 - c) Participate in setting sales, margin and inventory turns goals for department.
 - d) Review departmental financial reports (sales, labor, margin, turns) and take corrective action as needed.
 - e) If on the Collective, attend collective meetings and carry out other duties of a collective member.
 - f) Answer and route phone calls, take and route messages as needed.
 - g) Perform other tasks conveyed by the Board, collective, and Buyers Team.

Qualifications:

- Familiarity with and enthusiasm for products in department.
- Well-organized, pays attention to detail.

- Demonstrated ability to follow through on commitments.
- Good communications skills—clear instructions, attentive listening
- Ability to lift 50 lbs.
- Regular, predictable attendance.
- Willingness and ability to learn to meet the changing requirements of the job.

Desired:

- Experience purchasing retail natural foods.



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FOOD CO-OP

CO-MANAGER JOB DESCRIPTION

Revised as of August 2018

Purpose: Work together to: Keep the Co-op financially viable
Make food available to people in a humane environment
Further People's Ends and the Cooperative Principles
Democratically manage the Co-op's operations within the constraints
(Limitations Policies) set forth by the Board of Directors

Status: Reports to Board, via CM Link; Works an average of 2-5 hours per week in addition to department hours; Combined scheduled hours must equal the minimum set by the Collective at the annual budgeting process for the coming year and may not exceed 40 hours per week.

Responsibilities:

- 1) GENERAL CO-MANAGEMENT as a member of the COLLECTIVE MANAGEMENT
 - a. Support and work to further the Co-op's Ends, as well as the goals and objectives of the Co-op in alignment with the values and needs of the Member-Ownership.
 - b. Work within the parameters (Limitations Policies) set forth by the Board of Directors.
 - c. Learn about and engage with agreements of the Collective Management (CM) and Co-op policies & procedures, including: operational policies, consensus, direct communication, and other democratic group processes (i.e. meetings, log proposals, ad hoc committees).
 - d. Support Collective policies and decisions in interactions with the Board of Directors, Member Owners and community members
 - e. Utilize current avenues to reassess and propose changes or modifications to policies, procedures, proposals and other Collective work as needed.
 - f. Practice self-empowerment as a Co-manager, proactively working to improve the Co-op: operationally, as a Safer Space, as a great place to work.
 - g. Cultivate personal awareness and an adequate understanding of current issues before the Collective Management.
 - h. Cultivate personal awareness of the history, trends and best practices of People's Food Co-op, co-operative businesses, democratic workplace structures, and the natural foods industry. Share information that will support other co-managers in this process.
 - i. Cultivate personal awareness of practices around food production, food cultures, food access and People's stance and role in those issues.
 - j. Notice and respond to what needs care at the Co-op.
 - k. Perform tasks conveyed by the Board and/or Collective Management.
 - l. Keep community spaces clean and usable.
 - m. Regularly meet expectations of your job descriptions.
- 2) STRATEGIC PLANNING & FINANCES
 - a. Participate in and inform the annual and long-range planning and budgeting processes at the CM, team, and committee levels.

- b. Work to understand the Co-op's key financial indicators and how to monitor and positively affect them; Act responsively to maintain short and long-range financial vitality.
- c. Participate in assessing proposed plans for any significant future development in alignment with the Co-op's Ends.

3) ATTENDANCE

- a. Prepare for and participate in Collective Management (CM) meetings; Attend at least 3/4 of all CM meetings.
- b. Seek out ways to participate in and support meetings (i.e. set up/break down, officer roles, problem solving).
- c. Prepare for and participate in the annual Collective Management Confluence (Retreat).
- d. Prepare for and participate in meetings of the teams and committees you are seated on.
- e. Attend at least one Board of Directors meeting per year.
- f. Attend at least one meeting per year for a team that you are not seated on.
- g. Arrive on time to all scheduled shifts. Comply with scheduling and vacations policies.
- h. Schedule and attend regular office hours, in accordance with the Office Hours Policy.
- i. Staff the store as needed in accordance with the Scheduling Policy, including being regularly scheduled for one floor shift per week and fulfilling emergency shifts.
- j. Work and/or attend special events as needed (i.e. Annual Meeting, Harvest Fest, etc.)

4) PARTICIPATION

- a. Participate in relevant staff events (i.e. inventory, deep cleans, staff appreciation events) and required trainings.
- b. Participate in at least ¾ of all annual staff evaluations.
- c. Participate in all job confirmation processes for team members.
- d. Participate in at least ¾ of CM confirmation processes.
- e. Participate in CM Log items (proposals, straw polls, etc.).
- f. Participate in group responsibilities at least twice a year; including but not limited to inventory, deep cleans of the retail, office and kitchen spaces, and other maintenance of the Co-op.

5) COMMUNICATION

- a. Set and communicate clear and reasonable boundaries.
- b. Respect the clear and reasonable boundaries of others.
- c. Provide respectful and direct feedback to others.
- d. Seek to understand critical feedback. Consider and respond to requests for change.
- e. Check and respond to email, voicemail, your individual mailbox and any other relevant communication systems according to the needs of your core job(s).
- f. Communicate with other departments, teams, and committees regarding work in your purview that affects them.
- g. Respond to Member-Owner and customer inquiries as quickly as possible, directing questions to the appropriate collective manager or team when needed.



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FOOD CO-OP

STOREKEEPER JOB DESCRIPTION

- Hours:** Shifts range from pre-opening (no earlier than 6am) to post-closing (no later than 11pm), 7 days per week.
- Purpose:** To engage community members and provide prompt, welcoming service. To keep the store clean, safe, and well-functioning. To further the Ends of the co-op.¹
- Status:** Reports to the Board, via the Collective Management, via the Front End Team.

Responsibilities:

1) GENERAL

- a) Arrive on time to all scheduled shifts.
- b) Fulfill the responsibilities of the scheduled shift, in compliance with National Organics Program (NOP), health department, and OLCC requirements.
- c) Complete or oversee the completion of all opening, closing, and shift change responsibilities appropriate to each day and shift.
- d) Supervise and train Hands-On-Owners while on shift.
- e) Uphold the co-op's Safer Space Policy.

2) CASHIERING

- a) Open and close registers following established procedures.
- b) Greet and welcome community members.
- c) Ring up purchases quickly and accurately, using correct prices and departments. Offer or call for help with bagging and carry-out.
- d) Call for backup as needed so that customers wait as little as possible to be checked out.
- e) Become familiar with co-op policies in order to answer questions from community members. Refer unresolved questions or problems to appropriate staff.
- f) Explain co-op membership to interested people. Receive membership paperwork and equity payments.
- g) Place, retrieve, and ring up special orders accurately.
- h) Process returns following co-op policy and procedure.
- i) Pursue side work appropriate for the scheduled shift when there is spare time at the register.

¹ People's Ends Statement: A passionate community working together for sustainability, progressive land and animal stewardship, human rights, social and economic justice. Thriving cooperative and local economies; a safe and welcoming community where all are valued; a democratic workplace where all workers' voices are valued; access to healthful foods our customers can trust.

- j) Call for support when needed, especially when handling potential shoplifting, safety concerns, or other emergencies.

3) STORE KEEPING

- a) Greet and help community members around the store.
- b) Keep the storefront clean and organized according to the shift duties checklist, including but not limited to: washing dishes, sweeping, maintaining the community restroom, and removing trash and recycling.
- c) Ensure store compliance with National Organics Program, health department, and ADA requirements.
- d) Address safety concerns (for example: spills, broken glass, safer space violations).
- e) Check in deliveries. Sign and date invoices, verifying piece count and quality.
- f) Keep displays clean and attractive, with products easily accessible. Rotate older stock to front and ensure that products are accurately labeled with price tags and/or signs.
- g) Pull short-date or low-quality items and follow established procedures for recording and disposing of them.
- h) Notify buyers of discrepancies, out-of-stocks, or unresolved questions.
- i) Monitor cooler and freezer temperatures according to the protocols established by the Physical Plant Manager.
- j) Use store equipment kindly and return it to where it lives.
- k) Check in with coworkers. Share relevant information. Ask for and offer support.

4) OTHER DUTIES

- a) Answer and route phone calls. Take and route messages as needed.
- b) Assess and attend to staffing needs in the case of unfilled shifts, emergencies, or overstaffing.
- c) Perform other tasks conveyed by Board, Collective Management, and Front End Team.

Qualifications:

- Experience serving the public.
- Interest in engaging with community members.
- Commitment to understanding and uprooting oppression in pursuit of the co-op's Ends.
- Ability to handle multiple demands.
- Ability to give clear instructions and listen actively.
- Interest in natural foods.
- Attention to detail, accuracy.
- Regular, predictable attendance.
- Ability to perform the physical responsibilities of the job (e.g., standing or walking for 8 hours with breaks, lifting up to 50 lbs) with accommodations that People's has the capacity to provide.
- Willingness and ability to learn to meet the changing requirements of the job.