

THE FARMER'S HOUSE JOB DESCRIPTION

Lead Market Associate - Farm Location

Classification

Non-Exempt

Reports to

Director of Employment Services & Social Enterprises

Date

January 29, 2019

Summary/Objective

The Lead Market Associate is responsible for oversight in the areas of customer sales and service, inventory receipt and processing, merchandise stocking and display, location cleanliness and maintenance and volunteer and Farmer interaction and coordination.

Essential Functions

- Maintain a professional and pleasant demeanor with all customers, co-workers, volunteers and clients.
- Provide an exceptional level of customer service including acknowledging and greeting customers immediately.
- Train new/other market staff on market procedures.
- Perform opening and closing procedures for market operation.
- Sell merchandise through POS System, process payment transactions and make change.
- Stock shelves, counters or tables with merchandise.
- Set up advertising displays or arrange merchandise on counters or tables to promote sales.
- Inventory receipt, processing, pricing and recording in the POS System
- Remove and record amount of cash in register at end of shift.
- Follow all standard operating procedures related to cash management.
- Ensure all areas of the Farm Market both public and private are consistently cleaned and organized.
- Perform light maintenance tasks as necessary and inform supervisor of maintenance needs.
- Track Market supplies and follow reordering procedures.
- Interact with volunteers and program staff and coordinate market activities.
- Follow all Farmer's House policies and procedures per the employee handbooks provided by Lever 1 and The Farmer's House and CARF guidelines.
- Trains and supports program participants with I/DD in learning authentic vocational market related tasks.

Competencies

- Must be able to read, write and comprehend simple instructions, short correspondence and memos in standard English Language.
- Must be able to effectively present information in one-on-one and small group situations to guests, and those interested in the Farmer's House
- Ability to add and subtract with or without a calculator; ability to perform these operations using units of American money
- Organizational Skills.
- Ethical Conduct.
- Computer skills to include Google, Microsoft Office programs including Excel and Word.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, a POS system, and a variety of credit card processing systems.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to talk and hear.
- This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day.
- The employee must frequently lift and/or move items over 40 pounds and may occasionally be required to push/pull large containers or bags short distances.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

40 hours a week/seasonal/ Tuesday to Saturday

Travel

Some travel may be required to work at alternate market locations (Locations include: 4740 Rainbow Blvd, Westwood KS, 66205 ; 415 Main Street, Weston MO, 64098; 23200 HWY 273, Westwood KS 64098)

Required Education and Experience

- Must have completed requirements for a high school diploma or GED.
- Must be at least 18 years of age
- Previous retail or customer service experience.

Preferred Education and Experience

- Experience working with individuals with developmental disabilities, mental health disorder or behavior disorders.

Additional Eligibility Qualifications

- None.

Work Authorization

- All employees will complete I-9 Employment Eligibility Verification.

Background Checks and Licensing Requirements

- Background check
- Education verification.
- Reference check.

AAP/EEO Statement

The Farmer’s House is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. The Farmer’s House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. The Farmer’s House conforms to the spirit as well as to the letter of all applicable laws and regulations.

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, certifications and activities may change at any time with or without notice.

Signatures

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

Manager_____

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

Employee_____ Date_____