

JOB SUMMARY

The Store Coordinator is responsible for serving the customers of the Coop la Maison Verte (CLMV) in French and English while maintaining a calm, professional and courteous demeanor even when the store and café are extremely busy. The SC will sustain an in-depth knowledge of environmental and community issues endorsed by the CLMV and is knowledgeable of the products and services offered by the CLMV.

The Store Coordinator is responsible for the maintenance of the store inventory. It is the responsibility of the SC to maintain strong communication with all other coordinators via participation in regular coordinator meetings to minimise errors and share essential information regarding the store's ongoing orders and inventory status.

REPORTS TO: The Board of Directors

RESPONSIBILITIES

Customer Relations

- Serves customers of the CLMV in a courteous and respectful manner;
- Monitors and responds to customer needs for both the store and the café;
- Explains advantages of membership and solicits new and active members;
- Follows up with members regarding annual renewal fee;
- Communicates effectively with CLMV clients by phone, email or in person;
- May publish on the CLMV website or social media page(s) to advertise new products, special events or other store happenings.

Supplier Operations

- Communicates easily and effectively with suppliers and representatives regarding inventory, monthly specials and problems with orders;
- Maintains appropriate pricing based on changing product costs;
- In collaboration with the Administration Coordinator, seeks out and maintains relationships with local farmers/producers for the CLMV's seasonal outdoor markets;
- Whenever possible, seeks out local producers whose farming ethos corresponds with the values of the CLMV (especially as relates to fair-labour practices, environmental impact and animal cruelty) to provide the CLMV with its fresh and transformed products;
- Develops and maintains relationships with local farmers who plan to use the CLMV as a drop-off point for CSA baskets or other farm products. This may include contract development and negotiations;
- Arranges periodic tastings or visits to showcase local producers and their products to the CLMV's clientele.

Store Operations

- Ensures that the shelves are appropriately stocked;
- Serves as supervisor for Customer Service Agents and participates in probationary evaluations or check-in meetings with individual staff members;
- Ensures that the store and shelved inventory are cleaned according to the cleaning schedule;
- Assists in the installation of window displays and/or other store displays as needed;
- May occasionally travel to environmental fairs and exhibitions to showcase the store and its products;
- With Administration Coordinator, is responsible for repair or replacement of faulty equipment.

Inventory Management

- Ensures that Acoma inventory is accurate;
- Places orders and develops a weekly product purchasing budget while respecting the weekly and monthly operational budgets as set by the Administration Coordinator;
- Tracks product spending via Google Sheets tool;
- Develops a thorough understanding of CLMV products and their suppliers;
- Responds to members' special orders;
- Responsible for returned goods from clients and credits from suppliers;
- Maintains product and category margins based on targets;
- Follow up on identified inventory investment priorities;
- Seeks out and identifies money-saving monthly specials with various product suppliers;
- Identify possible new products that align with the investment priorities through:
 - o Coordinator Committee;
 - o Monitoring of suggestions box;
 - o Meeting with distributor representatives;
 - o Regular review of supplier catalogues and monthly price lists.

General Responsibilities

- Possesses a comprehensive knowledge of related environmental or social issues pertaining to products and service offered by the CLMV;
- Promotes the use of the CLMV as a viable and enjoyable community space
- Participates in scheduled staff and coordinator meetings;
- Works with others in a team effort to promote the CLMV;
- Reports any incidents to the coordinator team;
- Contributes to organizing and running special events;
- Proactively identify problems or areas of improvement and propose solutions.



coop
la maison verte
www.cooplamaisonverte.com

Store Coordinator

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