

**CITY CENTER MARKET
ADMINISTRATIVE ASSISTANT
JOB DESCRIPTION**

- Purpose:** To assist the General Manager and Operations Manager with administrative tasks and projects as assigned. To assist the Grocery Manager with paperwork, pre-orders and other related projects. To assist in maintaining accurate, up-to-date Information Technology (IT) systems including the Co-op's computer network and point of sale system coordination and troubleshooting.
- Status:** Reports to Grocery Manager, Operations Manager, & General Manager
Part-time (30-40 hours)

RESPONSIBILITIES

I. CUSTOMER SERVICE

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

II. GROCERY DEPARTMENT

- A. Enter sale batches for grocery department sales and specials.
- B. Print shelf tags needed to maintain current pricing on shelves.
- C. Place pre-orders for product following established procedures.
- D. Assist with selecting monthly owner deals and prepare needed signage.
- E. Assist with preparation for inventory, and assist with inventory counts.

III. ADMINISTRATION

- A. Answer the telephone in a prompt and friendly fashion, assist callers with questions, and relay messages promptly and accurately.
- B. Prepare weekly COGS and labor reports, analyze financial information and prepare reports.
- C. Assist General Manager with projects related to maintaining the member/owner database.
- D. Assist with mailing projects, including writing letters and reports, preparing mail merge documents.
- E. Conduct research on business topics and equipment, as requested.

IV. IT SYSTEMS COORDINATION

- A. Assist in maintaining an up-to-date, accurate point of sale system, including schedule and implement software updates as needed.
- B. Review POS records regularly to ensure consistency and accuracy.
- C. Assist with maintenance and management of on-site computer server, individual computers, and printers.
- D. Provide troubleshooting assistance to resolve problems with emails, telephone system, credit card and EBT machines, and general IT systems.

V. OTHER

- A. Act as back-up cashier as needed.
- B. Help with receiving deliveries as needed.
- C. Attend department meetings, storewide meetings, and training as scheduled.
- D. Perform other tasks assigned by General Manager, Grocery Manager, or other management staff.
- E. Order weekly from Dalco for bulk, produce, and front end supplies.
- F. Order from Staples weekly as needed for office supplies.

DESIRED SKILLS AND EXPERIENCE

- Ability to prioritize tasks and handle multiple demands in a public office
- Demonstrated attention to detail, good organizational skills, and good math skills
- Demonstrated advanced skill in using Excel and Word
- Excellent communication skills, writing skills and math skills
- Demonstrated capacity for teamwork
- Experience serving the public
- Excellent customer service skills
- Flexible schedule, able to work evenings and weekends as needed
- Willingness and ability to grow to meet the changing requirements of the job

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to process information through computer system and POS system
- Ability to read, count and write to accurately complete all documentation
- Ability to freely access all areas of the store including sales floor, back room and office areas
- Ability to move or handle merchandise throughout the store including in coolers and freezers
- Ability to lift 50 pounds
- Ability to bend, stoop, reach and crouch
- Ability to work in a cold environment (coolers and freezers)
- Ability to stand for prolonged periods of time