JOB OPENING

Human Relations Personnel Co-Manager & Herb + Tea Buyer



This 35-40 hour per week position includes working as one of our Human Relations managers, working as the buyer for our Bulk Herb & Tea department, Collective Management, and Storekeeping responsibilities. The purpose and job descriptions for these positions are as follows:

Human Relations Personnel Co-Manager

 Responsible for hiring qualified staff, coordinating evaluations and accountability processes, supporting staff relationships, and maintaining personnel policies.

Bulk Herb & Tea Buyer

 Responsible for managing the selection, pricing, ordering, merchandising, and stocking of bulk teas, herbs, and spices.

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 10am on Tuesday, September 7th, 2021.

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/hour starting wage for all positions
- Human scale and empowered workplace
- Full time hours minimum of 35 hours per week
- 19% discount on purchases at the Co-op
- Medical and dental insurance (including access to naturopathy, chiropractic and acupuncture)
- Generous paid time off
- Annual raises
- Employer matching retirement benefits
- Staff Benefits Exchange Program (reduced rate services from participating wellness practitioners and bike mechanics)

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 or staffing the Farmers' Market. 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.
- For on-site work, all employees must reserve space and communicate where they will be working via usage of the master Schedule. Staff will not work on-site without appearing on the Schedule.
- 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, 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 10am on Tuesday, September 7th, 2021.

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.

Name:		Date:				
Address:		Zip:				
Phone	Phone Number where we can reach you: Email:					
	lications Due Tuesday, September 7th at 10ai e answer each question in a maximum of 200 words.	m*				
<u>Sectio</u>	Section 1 Cashiering, Customer Service, & Collective Management					
1.	Please tell us briefly about any experience you've had ca	ashiering and providing customer service				
2.	How do you describe good customer service and how yo	ou would provide it?				
3.	Please describe any experience you have working at a r foods, wellness or sustainable agriculture industries.	natural foods grocery, or in the natural				
4.	Please describe any experience you have working at a c	cooperative.				
5.	Please tell us about any experience you have working in have experience, please describe how you would see you and what qualities would you feel are most important in or	ourself in the role of collective manager				
6.	Have you had experience working as a supervisor or tra	iner?				

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: Human Relations Personnel Co-Manager

1.	Please describe your general HR experience.
2.	What are HR's top concerns when coordinating hiring, onboarding and termination processes?
3.	What are some of your ideas for increasing positive morale and communication among workers or members of an organization?
4.	Have you had experience with implementing anti-oppression philosophies into policy and practice?

Section 3: Herb and Tea Buyer

- 1. Please tell us about any experience you have had buying, ordering and receiving for a grocery store? For bulk 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 4: General						
What is exciting to you about it	tnis 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:						
Employeremployment						
Address	Supervisor					
May we contact this person?	Phone #(s)					

HUMAN RELATIONS PERSONNEL CO-MANAGER & HERB/TEA BUYER APPLICATION

Position(s) Held and Duties:					
Employer	Dates of				
employment					
Address	Companies				
Address	Supervisor				
May we contact this person? Ph	none #(s)				
Position(s) Held and Duties:					
Professional References:					
Troicasional references.					
1)					
Relationship:	Phone#:				
2)					
Relationship:	Phone#:				
3)					
Relationship:	Phone#:				
Other Important Educational Experience	<u>ces:</u>				

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?						
ы Social media	▶ Word of mouth	▶ Poster at Co-op				
▶ Poster elsewhere	People's website	▶ other:				



HUMAN RELATIONS MANAGER (PERSONNEL CO-MANAGER) JOB DESCRIPTION

Approved 9/3/2020

Purpose: To hire qualified staff, to coordinate evaluations and accountability processes, to support staff relationships. Collaborates with the Personnel Team Coordinator Bodies and Personnel Co-manager on designated responsibilities.

Status: Reports to Board, via CM Link, via the Personnel Team Coordinators and Internal Development Team.

Budgeted Hours: 16 hours per week plus floor shifts and must be on the Collective Management

Responsibilities:

- 1) HIRING
 - a. With Operations Manager and Finance Team, plan for short and long-term labor needs
 - b. Coordinate hiring committees/processes for all positions.
 - c. Place job announcements to recruit qualified applicants.
 - d. Screen applicants and check references of those interviewed.

2) EVALUATIONS & ACCOUNTABILITY

- a. Support PTCs to track timing and coordinate evaluations for all staff.
- b. Provide support to the OM in managing, evaluating, and overseeing policy regarding relief staff.
- c. Coordinate & document accountability processes and the development of performance improvement plans.
- d. Collaborate with co-PM to ensure that all Collective Managers are aware of and working towards fulfilling the basic requirements of Collective Management
- e. Coordinate and facilitate meetings of personnel committees for evaluations and accountability processes.
- f. Coordinates the Personnel Team Coordinators monthly meetings.
- g. Coordinate initial and ongoing trainings of all Personnel Team Coordinators.

3) PERSONNEL POLICY MAINTENANCE

- a. Develop and propose equitable, legal, cost effective personnel policies as needed with the Personnel Team Coordinator Body and co-PM.
- b. Collaborate with co-PM to ensure compliance with equal opportunity laws in recruiting, hiring, training, compensation and layoffs.

4) HUMAN RELATIONS

- a. Coordinate regular analysis of Staff Satisfaction including Staff Treatment, Compensation and Benefits.
- b. Ensure conflict resolution occurs when needed. Ensure that staff follow guidelines, policy and procedure for conflict transformation.
- c. Ensure Personnel Team Coordinators are trained in conflict transformation and supporting their teams to build conflict transformation into our culture at work.
- d. Coordinate staff picnics, parties, and other forms of staff appreciation & relationship building.
- e. Coordinate meals for CM meetings, 10% off days, and trainings lasting over 4 hours.
- f. Work with a committee of representatives of caucus groups on safe(r) space and antioppression policies and practices to foster a positive environment that forwards the co-op's Ends related to equity and anti-oppression.
- g. Develop & monitor the Human Relations Budget.

5) GENERAL MANAGEMENT

- a. Quarterly, reports to the Collective Management.
- b. Work on relevant monitoring reports with the CM Link for management reports to the Board.
- c. Act as the Personnel Team Coordinator Body's Team Coordinator.
- d. Perform floor shifts as scheduled.
- e. Attend Collective Management meetings and carry out other duties of a Collective Manager.
- f. Answer and route phone calls, take and route messages as needed.
- g. Perform other tasks as required by the Board of Directors or Collective Management.

Qualifications:

- Experience developing systems and procedures.
- Supervision experience--hiring, training, evaluating.
- Good communication skills--clear instructions, attentive listening.
- Mediation and conflict resolution training and experience.
- Ability to handle multiple demands.
- Demonstrated ability to follow through on commitments.
- Demonstrated objectivity, neutrality, calmness under pressure.
- Experience serving the public.
- Ability to project an outgoing, friendly personality.
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Computer literacy (including: Microsoft Office, FileMaker Pro).
- Regular, predictable attendance.
- Willingness and ability to learn to meet the changing requirements of the job.
- Ability to work within a multi-vocal office environment.



Approved 10/31/19

Purpose: Primarily responsible for managing the selection, pricing, ordering, merchandising, and stocking of bulk teas, herbs, and spices.

Status: Reports to Board, via Collective Management, via Buyers Team

Budgeted Hours: 14 hours per week

Responsibilities:

1) PRODUCT SELECTION

- a. Negotiates with suppliers for favorable prices, terms, quality, and delivery.
- b. Evaluates vendors and investigates new sources of supply.
- c. Stays current on trends in the culinary & wellness industries.
- d. Adheres to People's Food Co-op Buying Guidelines in product selection.
- e. Provides product information to customers and staff.

2) PRICE COORDINATION

- a. Monitors and meets projected margins for the Bulk Herb & Tea departments.
- b. Monitors vendor cost changes and make adjustments to pricing as necessary.
- c. Codes and submits invoices for the Finance Coordinator on time.
- d. Visits other stores for price comparisons, product and merchandising ideas.

3) ORDERING & STOCKING

- a. Places orders to ensure regular supply, and adequate supply for specials.
- b. Maintains updated list of vendors, vendor contact information, and product selection available.
- c. Maintains professional vendor relationships.
- d. Provides assistance with special orders and offer prompt, friendly, courteous customer service.
- e. Receives deliveries following established procedures. Obtain credit from vendors as needed.
- f. Maintains attractive & accessible, fully stocked and rotated bulk jars.
- g. Maintains accurately organized back stock, in designated areas as required by National Organics Program standards.
- h. Ensures accurate, uniform, up-to-date department signs as needed, following standards outlined by the Design Manager and the PRIMER.

4) ACCOUNTABILITY

- a. Meets with a member of the finance team quarterly to monitor department goals, margin, and sales growth.
- b. Reports to the Buyers Team on department financial health as required.

5) OTHER DUTIES

a. Participates in inventory counts.

- b. Participates in Buyers Team meetings
- c. Maintain up to date training and succession materials.
- d. Facilitates department trainings to familiarize staff with product selection, buying guidelines, and general receiving & stocking procedures.
- e. Ensures department compliance with National Organic Program rules and requirements, coordinate relevant NOP training for staff and HOOs.
- f. Facilitates training and supervision of Hands On Owners (HOO's).
- g. Answers and routes phone calls, takes and routes messages as needed.
- h. Performs other tasks conveyed by the Board, Collective Management, Buyers Team, Marketing Team, and Finance Team.

Job Requirements:

- Shows a demonstrated interest in, and knowledge of, the natural foods, herbs, cooking, and wellness.
- Able to lift 50lb repeatedly.
- Able to work in an environment with exposure to dust, airborne particles, and common allergens.



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.
- I. 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.



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.