

MICRO MARKET LEAD

JOB DESCRIPTION



Department: Services

Team: Retail

Position Level: Lead/Coordinator

Position Status: Full time exempt

ABOUT NO MORE EMPTY POTS

No More Empty Pots (NMEP) is a grassroots non-profit corporation that connects individuals and groups to improve self-sufficiency, regional food security and economic resilience of urban and rural communities through advocacy and action. No More Empty Pots' vision is to support communities in becoming self-sufficient and food secure through collaboration and adhering to core values of education, stewardship, and sustainability.

NMEP CORE VALUES

- Dedicated
- People-Centered/Trustworthy
- Solution Focused
- Arable-Adaptable
- Forward Thinking
- Innovative

No More Empty Pots follows an accountability model where all candidates for NMEP positions are evaluated on “get it,” “want it,” “capacity to do it,” and alignment with organizational core values. All candidates must have the ability to:

- Engage in effective communication
- Accept challenges
- Prioritize tasks
- Use critical thinking skills to solve problems
- Be rooted in their “Why”
- Work independently and in team settings
- Work with a growth mindset
- Be detail oriented and deadline driven
- Display commitment to NMEP' mission
- Be dedicated to reducing structural inequities
- Prioritize people and relationships
- Maintain high standards of program delivery and customer service
- Be self-starting with confidence to ask questions or ask for help
- Have ownership of job accountabilities

POSITION DESCRIPTION

No More Empty Pots seeks a customer-service minded individual strong in communication, product management and relationship building to join the team. This role works in tandem with the Retail Manager to execute and grow the Micro Market retail store featuring local products from farmers, producers and entrepreneurs. The store provides another point of food access and equity with the ability to utilize SNAP/EBT and Double Up Food Bucks for payment so food is more affordable.

REPORTS TO

Retail Manager

SEAT TYPE: EXECUTOR

This seat takes the plan for implementation as directed by the Retail Manager and performs task level actions and decisions.

TOP 5 ACCOUNTABILITIES

1. **Leadership + Management = Accountability:** Ensure team members, volunteers, students and interns have clear roles, expectations, and tools to do the job at the task level as directed by the Retail Manager. Engage in feedback loops with the Retail Manager to ensure team members assigned to tasks have development support and are held accountable to overall team goals.
2. **Lead day-to-day physical tasks** that support the Micro Market including working market shifts, receiving, inventory, restocking, prepping, packaging, labeling, pick-up and delivery of product.
3. **Lead customer service processes** including managing email accounts and phone messages, fixing order issues, resolving customer dissatisfaction.
4. **Execute critical education opportunities** to inform the community about local foods and how to best leverage resources like SNAP/EBT, Double Up Food Bucks and others.
5. **Support the execution of community engagement** initiatives within the space.

75% PROGRAM EXECUTION

Merchandising

- Execute merchandising procedures for the presentation of product in the space as directed by the Retail Manager to include product placement and signage.

Reporting & Guides

- Send end of day and end of week reports as directed.

Marketing & Promotions

- Support ensuring promotional materials and other important information prepared for distribution in the micro market.
- Coordinate with the Retail Manager regarding ideas to educate based on customer feedback.
- Alongside team members, take photos and videos of products, people, spaces and events to contribute to the overall marketing strategy of retail programs.

Product & Inventory Receiving and Management

- Engage in receiving processes to ensure proper delivery, inventory and storage of product.
- Weigh and store product appropriately within storage spaces.
- Communicate pertinent information regarding inventory, receiving and storage as directed.

Waste Management

- Follow all organizational zero-waste procedures and policies.
- Maintain a waste log and work with the Value Chain Manager and Retail Manager to identify solutions to reduce waste.
- Communicate with the Value Chain Manager when there is excess product that could be re-allocated for donation.

Space Management

- Ensure all spaces are well maintained, cleaned on a daily basis and meet all requirements by the Health Department. Spaces include the Micro Market at the NMEP Greenhouse, Cups Cafe at the Food Hub and food production/storage spaces within the scope of retail use.
- Communicate with the Retail Manager or Director of Services if resources are needed to keep spaces cleaned and organized.
- Conduct beginning and end of shift walk-throughs of spaces to ensure cleanliness and address any issues with equipment and supplies as they come up.

Processes & Standard Operating Procedures

- Follow all processes and procedures set forth by the Retail Manager and Director of Services to ensure all activities adhere to codes and regulatory requirements.
- Engage in problem solving with the Retail Manager and other team members for process, product, service and quality improvement.

15% PEOPLE MANAGEMENT

- Leadership + Management = Accountability: Ensure team members have clear roles, expectations, and tools to do the job at the task level. Engage in feedback loops with the Retail Manager to ensure team members assigned to tasks have development support and are held accountable to overall team goals.
- Collaborate with other Services Department members to ensure efficiencies and completion of department processes and procedures.
- Work with the Retail Manager to communicate needs for utility staff like drivers.
- Work with NMEP staff members to execute any Micro Market related programming and/or events.
- Fill in for gaps in any roles within the Retail Team as needed including regular shifts and/or events.

10% DATA, FINANCIAL & ADMINISTRATIVE

- Participate in the review of team data. Report on any metrics delegated to you by the Retail Manager.
- Engage in cash handling at Point of Sale
- Collect invoices during the receiving process and ensure they make it to the appropriate party for payment.
- Attend supervision, team and all-staff meetings as directed by the Retail Manager.
- Respond to email and all communications in a timely manner in accordance with NMEP communications policies.
- Follow company policies including financial policies by managing and submitting financial documents including receipts, requisitions, invoices, and other sensitive documents.
- Support data reporting as assigned.
- Attend professional development training/workshops.

OTHER DUTIES AS ASSIGNED

- Other duties as assigned

REQUIRED SKILLS, QUALITIES, AND EXPERIENCE

- 2 years experience working in retail, food service or similar roles
- 1 year experience including leading and training team members or volunteers for task oversight

- Strong interpersonal skills and customer service experience including communicating with a wide variety of people and problem solving customer service and product quality issues
- Superior attention to detail
- Proficient math skills in measuring, weighing, and counting and converting
- Experience and skill with cash handling and using a Point of Sale (POS) system
- Experience with quality management/quality control processes
- Proficiency in Google Suite and Microsoft Office including Excel
- Complete ServSafe certification within 30 days of hire

PREFERRED SKILLS, QUALITIES, AND EXPERIENCE

- Social media content and management skills including Instagram, Facebook, and food photography and content writing
- Experience in process improvement practices
- Experience with warehouse equipment such as racks, pallets, pallet jacks, containers, shelving, totes etc.
- Experience researching and following trends to make recommendations and informed decisions
- Conversational Spanish fluency

WORKING CONDITIONS AND PHYSICAL DEMANDS

- This person must be prepared to serve in all roles included but not limited to cafe staff, Micro Market staff, Community Harvest staff and general customer service staff and must be able to stand or remain in a stationary position behind a counter for up to 8 hours at a time
- Constantly moves about the retail spaces and other off-site locations
- Able to lift up to 50 pounds utilizing appropriate support equipment like carts, dollies and pallet jacks
- Frequently positions self to reach products stored on high shelves or under a counter
- Frequently works in indoor conditions
- This person frequently communicates with staff, students, volunteers, vendors, guests to the cafe, and others about cafe and organizational operations, policies, and products. Must be able to communicate and exchange accurate and relevant information in these situations.
- Must be able to discern between acceptable and unacceptable product and cleanliness standards in a food service setting

ADDITIONAL JOB DETAILS

- **Compensation:** \$24-27/hour, commensurate with experience
- **Hours per week:** Full time, Exempt, 40 hours per week
- **Reports to:** Retail Manager

TO APPLY

To be considered for this position, please submit a resume and cover letter to No More Empty Pots at jobs@nmepomaha.org. Be sure to include why this position with No More Empty Pots is a good fit for you.

Black, Indigenous, Latinx and any people of color, LGBTQ+ identities and anyone with marginalized identities are strongly encouraged to apply.

No More Empty Pots does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.