



928 Raymond Ave. • Saint Paul, MN 55114 • 651.646.6686 • hampdenpark.coop

HPC FRONT END & MEMBER SERVICES MANAGER

Job Summary

Hampden Park Co-op is looking for a dynamic, smart, high-energy personality to model servant leadership as part of our Management Team. The position we are hiring for is Front End and Member Services Manager. This job requires enthusiasm, engagement, and a willingness to challenge yourself and others to bring their best selves to a retail environment every day. The day-to-day job involves cashiering, training, member engagement and a healthy dose of collaboration. The impact you can have is limited only by your ability to be thoughtful, consistent, and fully present as part of a long-term growth strategy for yourself, your team, and this Co-op.

Responsibilities and Duties

CUSTOMER SERVICE

- Make positive contributions to a welcoming, service-oriented atmosphere. Exceed our customers' expectations for customer service. Greet customers, smiling and making eye contact. Assist customers with questions, in prompt, friendly, courteous manner, referring them to others when necessary. Offer suggestions for purchases and ways to prepare products. Communicate these policies and expectations to staff.
- Manifest unquestionable integrity in all store operations, personal conduct and retail practices. Assist other departments as appropriate to ensure the highest possible store operations and customer service.
- Promote and model a working environment in which staff treat each other and shoppers with fairness, compassion and respect, in which clear, honest and open communication is both supported and expected.
- Create and model a culture of mutual appreciation and respect where co-workers know that their work and involvement is valued and in which there are opportunities to grow, learn and excel.
- Promote socially responsible and environmentally sustainable practices.
- Handle unplanned situations calmly, smoothly and in alignment with pre-established policies. Communicate these policies and expectations to staff.
- Model exceptional customer service skills and communicate expectations to staff.
- Provide staff with the tools required to ensure the highest level of service possible to our shoppers.
- Provide product information and educational materials to customers and staff.
- Work with Leadership Team to establish customer service expectations and procedures, and ensure staff is trained in them.

FRONT END

- Ensure smooth operations of the Front End with the support of the Floor Managers
- Set accuracy and labor goals for department, review weekly, monthly and quarterly reports and plan corrective action as needed.
- Hold regular Front End department and Floor Manager meetings.
- Develop and implement approved short and long-range department goals.
- Maintain Front End logbook.

STAFF/EMPLOYEE SUPPORT

- Schedule Front End personnel within allotted Front End labor budget and review timecards as needed.
- Ensure accuracy and security of all cash handling.
- Deal with shoplifters, disorderly customers, and medical emergencies following established procedures.
- Ensure that store is opened and closed following established procedures.
- Communicate with Floor Managers regarding store status and projects.
- Do back-up cashiering in busy periods and as needed to cover absences.

MEMBERSHIP

- Promote membership in the co-op through providing accessible benefits of membership material to both staff and shoppers.
- Maintain accurate membership records, including updating of POS database and hardcopy files.
- Participate in organizing and promotion of Annual Member Meeting

PERSONNEL

- Hire and evaluate all Front End personnel.
- Ensure on the job training of all Front End personnel.
- Develop and maintain training materials for Front End positions.
- Help to develop and motivate employees. Model a superior and professional work ethic.
- Maintain communication with all staff members through regular correspondence.
- Train staff members in security procedures (shoplifters, robberies, disorderly customers).
- Maintain familiarity with product selection and store operations including standard and closing procedures for all departments.

STORE MAINTENANCE AND OPERATIONS

- Ensure systems and training of Floor Manager program, including troubleshooting equipment breakdowns, maintaining the store in a clean and orderly condition, and handling unplanned situations calmly, smoothly, and in alignment with pre-established policies.
- Manage general upkeep of front-end equipment.

- Assist in the maintenance of the Point-Of-Sale system.
- Ensure maintenance of the exterior of the store including sweeping, trash, and snow removal as needed.

OTHER RESPONSIBILITIES

- Perform other tasks assigned by General Manager.
- Participate in meetings and activities of Leadership Team.

Qualifications and Skills

- Experience serving the public.
- Commitment to co-op mission and values
- Ability to handle multiple demands and stay calm.
- Ability to project an outgoing, friendly personality.
- Communications skills: good listening, clear instructions.
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Willingness to work a flexible schedule including regular evening and weekend shifts.
- Supervisory experience.
- Demonstrated problem solving skills and mechanical and technical aptitude.
- Experience developing systems and procedures.

Job Type: Full-time

Salary: \$16.00 to \$18.00 /hour

* Looking for two years minimum of Customer Service Supervisory Experience

Please fill out an application and return, along with your resume, to:

Christina Nicholson
Hampden Park Co-op
928 Raymond Ave.
Saint Paul, MN 55114

Thank you for your interest!