



EXEMPT: No

SALARY LEVEL: \$10.75-\$15.56

LOCATION: 25 4th Street, Eureka

REPORT TO: Outreach Coordinator

STATUS: Casual 20-22 hours per week

DIVISION: Eureka/Arcata

DEPARTMENT: Marketing & Membership

JOB SUMMARY: Event Clerk will assist with community kitchen classes and workshops, food demonstrations, and events with the fundamental interest and ambition toward incorporating a cooperative interest in the community. This position will assist with Marketing & Membership as needed or any other areas that support the Co-op and its goals. Work will be performed at both store locations and at times off-site.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Customer Service

- a. Treat people fairly, consistently, and with respect.
- b. Ensure efficient, informative, and friendly service according to established customer service vision and standards.

2. Cooking Classes and Workshops

- a. Assist with cooking classes and workshops held in the Co-op's community kitchens in Arcata and Eureka.
- b. Class duties include, but are not limited to: plating, serving food and beverages, clearing tables, washing dishes, assisting the chef/instructor as needed, maintain a clean and sanitary workspace and kitchen environment.
- c. Clean-up duties include, but are not limited to: clearing, washing and sanitizing remaining dishes, cleaning all tables and workspaces, and clearing compost and recycling bins.
- d. Contributes to ensuring the highest standard classroom atmosphere and customer service at all times.

3. Demo and Event Program

- a. Perform food and beverage tastings as needed at both store locations. This includes tracking of product used, prepping of the product, interacting with customers to ensure highest quality of customer service while helping to increase sales.
- b. Setting up an attractive and food safe display, providing appropriate sample sizes, have a working knowledge of the product being sampled, and cleaning up the demo area afterwards.
- c. Communicate with the Outreach Coordinator.
- d. Assist with Co-op in-house and outside events. Includes, but not limited to event set-up, food and beverage preparation and presentation, being actively involved with the event and interacting with the public, and clean-up responsibilities after the event.
- e. The function of Outreach is to support the Co-op as a whole, whether it is in Marketing, Membership, Consumer Education, increasing sales, meeting objectives of Strategic Plan or other initiatives. Event Clerk will have many and varied tasks outside of regular job duties, including but not limited to clerical, operations and special projects.

KNOWLEDGE, SKILLS, ABILITIES:

- Exceptional customer service skills
- Ability to engage customers in Co-op products and philosophy
- Knowledge of and passion for natural foods
- Experience working in a restaurant or commercial kitchen environment
- Knowledge and enjoyment of cooking and safe food handling practices
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Willingness to take direction, to learn and take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Computer competency with Microsoft Outlook, Excel, Word, Internet, as well as standard office procedures, and phone/email etiquette
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to comprehend and carry out instructions in written, verbal or diagram form
- Analytical ability and proficiency in math
- Demonstrate ability to follow through on commitments
- Ability to be self-directed and work efficiently
- Ability to work as a cooperative team player
- Must be able to travel between stores and event locations using own transportation

WORK ENVIRONMENT: Team-oriented office environment for administrative work. Fast-paced retail sales floor environment for demo program. Events often take place off-site at predictable locations. Cooking classes and workshops take place in a kitchen atmosphere using sharp objects, motorized appliances, and breakable objects. The noise level in the work environment is noisy - stove hood exhaust fan, running water, clanking dishes, talking participants. At times may work long hours to pull off an event. Occasional work lifting and moving furniture. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and live music. Occasional job related travel within Humboldt area.

ESSENTIAL PHYSICAL REQUIREMENTS:

Standing, walking, bending, sitting, reaching
Standing for long periods of time
Exposure to bleach and natural cleaning solutions
Ability to climb up and down ladders
Ability to lift up to 60 lbs.

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.