

JOB DESCRIPTION

Market Associate (Any Retail Location)

Classification

Non-Exempt

Reports to

Director of Employment Services and Social Enterprises

Date

Updated 11/18

Summary/Objective

The Market Associate is responsible for conveying the mission of the organization, accurately collecting and reconciling revenue, providing second mile service and exceptional hospitality services to all guests in an attentive, friendly and efficient manner.

Essential Functions

- Maintaining a pleasant, friendly and professional demeanor with all guests, co-workers and Farmers. Actively discuss our mission and answering any questions
- Determines guest charges and processes payments via cash or credit using the POS system
- Acknowledging and greeting guests immediately while maintaining a professional and friendly demeanor
- Following all standard operating procedures related to cash management
- Operate equipment, including Lightspeed POS, phones, credit card machines, and computers
- Assisting guests with directions and all other request including information about outlets, meeting rooms and/or amenities of the facility as well as main attractions in the area
- Stocking, cleaning, display and merchandising
- Creating/maintain lists of inventory needs.

Competencies

- Must be able to read and write standard English language
- Must be able to read and comprehend simple instructions, short correspondence and memos
- Must be able to write simple correspondence
- Must be able to effectively present information in one-on-one and small group situations to guests, and those interested in the Farmer's House
- Ability to add and subtract with or without a calculator; ability to perform these operations using units of American money

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, a POS system, and a variety of credit card processing systems.

Physical Demands

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to stand during entire shift, occasionally sit, climb or balance, stoop, kneel, crouch
- Must be able to regularly use hands to finger, handle, feel; reach with hands and arms and talk or hear
- Must be able to regularly lift and/or move up to 20 pounds frequently and up to 50 pounds occasionally
- Flexible and long hours sometimes required.

Position Type/Expected Hours of Work

Evening and weekend work may be required as job duties demand.

Travel

Some travel may be required to work at alternate market locations (Locations include: 4740 Rainbow Blvd, Westwood KS, 66205 ; 415 Main Street, Weston MO, 64098; 23200 HWY 273, Westwood KS 64098)

Required Education and Experience

- Retail Experience
- Customer Service Experience

Preferred Education and Experience

- Experience working with individuals with developmental disabilities, mental health disorder or behavior disorders.

Additional Eligibility Qualifications

None.

Work Authorization/Security Clearance

All employees will complete I-9 Employment Eligibility Verification and must pass a Criminal Background Check.

AAP/EEO Statement

The Farmer’s House is an equal opportunity employer. In accordance with anti-discrimination law, it is the purpose of this policy to effectuate these principles and mandates. The Farmer’s House prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. The Farmer’s House conforms to the spirit as well as to the letter of all applicable laws and regulations.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by all levels of management:

Supervisor / Director _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee_____ Date_____