

## Durham Co-op Market (DCM)

Durham Co-op Market is a cooperatively-owned grocery store on West Chapel Hill Street in Durham, NC. The co-op is open to all shoppers, and offers local, organic, and natural food and other products. DCM reinvests profits back into the community, practices sustainability, and fosters a positive, respectful workplace. We are built by Durham and dedicated to serving Durham.



### Durham Bulls Athletic Park Fruit Cart Coordinator

**Objective:** To serve fresh fruit to ball park patrons at all Durham Bulls home games and ACC tournament games.

**Status:** Part-Time, paid hourly, temporary.

**Reports to:** General Manager, Produce/Meat Department Manager

**Supervises:** Fruit Cart Team Member

#### Responsibilities:

*Excellence in customer service is our primary goal. No other task should ever come before serving our customers.*

#### I. Inventory Management

- a. Keep track of fruit inventory and supplies inventory.
- b. Communicate inventory needs to the Produce Department Manager.
- c. Pick up needed inventory from the store, and take it to the ball park.
- d. Ensure that perishable inventory is handled properly.

#### II. Product Prep and Set-up

- a. Prepare fruit for sale to customers in advance and during the game.
- b. Maintain Safety and Sanitation of the cart and surrounding area.
- c. Properly set up and or close down the cart at the beginning and end of each game.

#### III. Customer Service

- a. Provide excellent service to all cart patrons.
- b. Represent the Co-op favorably to the Durham Community.

#### IV. Cash Handling

- a. Serve and ring up each patron promptly and accurately.
- b. Be responsible for cash as well as credit/debit receipts.
- c. Avoid cash register errors.
- d. Maintain responsibility of the cash till, and ensure its security.

#### QUALIFICATIONS

- Ability to attend all of the Durham Bulls home games and ACC tournament games at the DBAP. Game schedule is available at [http://www.milb.com/documents/3/4/0/163360340/2016\\_Durham\\_Bulls\\_Schedule\\_l4ownwg5.pdf](http://www.milb.com/documents/3/4/0/163360340/2016_Durham_Bulls_Schedule_l4ownwg5.pdf)
- Excellent communications and customer service skills.
- Accuracy and attention to detail.
- Ability to work in a fast paced retail environment.
- An automobile to transport product from the store to the ballpark. Any size of car will suffice.

### **Definition of a Cooperative:**

A co-operative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly owned and democratically controlled enterprise.



### **Common Cooperative Values:**

Co-operatives are based on the values of self-help, self-responsibility, democracy, equality, equity and solidarity. In the tradition of their founders, co-operative owners believe in the ethical values of honesty, openness, social responsibility and caring for others.

### **Co-op Principles**

1. Voluntary and Open Ownership; Open to all without gender, social, racial, political, or religious discrimination.
2. Democratic Control; One owner, one vote.
3. Owner Economic Participation; Owners contribute equitably to and democratically control the capital of the cooperative. The economic benefits of a cooperative operation are returned to the owners, reinvested in the co-op, and/or used to provide owner services and supporting other activities approved by the ownership.
4. Autonomy and Independence; Cooperatives are autonomous, self-help organizations controlled by their owners.
5. Education, Training, and Information; Cooperatives provide education and training for owners so they can contribute effectively to the development of their cooperatives. They inform the general public about the nature and benefits of cooperation.
6. Cooperation Among Cooperatives; Cooperatives serve their owners most effectively and strengthen the cooperative movement by working together through local, regional, national and international structures.
7. Concern for the Community; While focusing on owner needs, cooperatives work for the sustainable development of their communities through policies accepted by their owners.

### **Respect for All People**

Respect for all people is one of Durham Co-op Market core values. The Cooperative is committed to providing an environment of mutual respect, free of harassment and discrimination for our team members, customers and vendors. All staff owners are expected to treat fellow employees, customers and vendors with courtesy and to resolve any differences in a professional, non-abusive, non-inflammatory and non-threatening manner. All staff members are responsible for their own behavior and for understanding how their actions affect everyone in the workplace.

### **Ethics Policy**

Durham Co-op Market believes that good character is the greatest asset in any business. Durham Co-op Market chooses to conduct its business in compliance with all applicable laws, rules, and regulations. We strive to be honest in our public statements, advertising, and publicity and to avoid misrepresentation in our business dealings. We vow to be courteous and considerate to those with whom we have dealings and to refrain from unfair practices and to keep all personal information confidential.