

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.



Wine & Beer Associate

Objective: To provide excellent customer service, maintain the Wine & Beer Department, and assist the Wine & Beer Coordinator with purchasing and receiving.

Status: Part Time Position (12-16 hours/week), paid hourly. **Must be available Sundays and Mondays.**

Reports to: Wine & Beer Coordinator

Responsibilities:

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

CUSTOMER SERVICE

- Provide direct customer service to shoppers on the sales floor
- Knowledgeable about use and location of products
- Takes special orders and other customer inquiries
- Provides Wine & Beer updates and information to co-workers in other departments

CLEANING AND ORGANIZATION

- Fronts and restocks Wine & Beer products daily, and as needed
- Assures tags and/or signage for each product
- Maintains clean & orderly appearance of Wine & Beer Department through regular cleaning, dusting, and straightening of product and shelves

RECEIVING, STOCKING, AND ORDERING PRODUCT

- Receives, checks in and stocks orders according to established procedures
- Maintains awareness of back stock status and moves product to the sales floor whenever necessary
- Keeps department as neat and orderly as possible while stocking
- Builds familiarity and connections with vendors, and trains to learn ordering procedures

DISPLAY MAINTENANCE

- Maintains displays with accurate signage and rotation of products
- Constructs end caps, case stacks, and other displays when directed by manager

GENERAL

- Attends training opportunities related to Wine & Beer (tastings, tradeshow, etc.)
- Communicates regularly with department head any problems or relevant information
- Participates in product trainings and product info meetings

MISCELLANEOUS

- Familiar with and able to explain Co-op membership system simply, efficiently and completely
- Knows and follows Co-op work policies and procedures
- Participates in team, staff, and other meetings as needed
 - Understand and communicate the value of the co-op, and the particulars of ownership to customers and staff. Work to advance the mission of Durham Co-op Market through outstanding service.
 - **Any other duties as assigned by the Wine & Beer Coordinator, Operations Manager, or General Manager.**

QUALIFICATIONS

- Commitment to superior customer service and to providing the highest quality shopping experience possible
- Motivated, self-starter with a desire to succeed and exceed expectations
- Passion for BOTH Wine & Beer and a strong desire to learn
- Customer service or retail experience
- Must be 21+ years of age
- Passion for good food and drink and the pleasures therein
- Desired experience, but not required:
 - Wine and/or Beer knowledge
 - Understanding of cooperative business model

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.