

HAVEN — FARM —

GROW WELL • GIVE WELL • LIVE WELL

Shoppe Team Member

Nature of the position: Part-time

SUMMARY: Haven Farm is seeking an enthusiastic people lover to assist with sales in our farm shoppe. Shoppe team members will also assist with inventory receiving, stocking displays and servicing our food and beverage options to guests. Team members should provide professional, friendly, and knowledgeable customer service to guests, and work in harmony with other team members. All team members will also assist with functions and special events at the farm.

ESSENTIAL DUTIES:

- Welcomes, serves and assists guests to provide excellent customer service.
- Cultivate good relationships with guests by learning about and understanding their needs and interests.
- Become knowledgeable about our products and services and be able to present them in a confident manner.
- Maintain products and displays to be clean and organized as well as adequately stocked. Inform buyer of stock levels and re-order needs.
- Follow procedures to maintain floor & back stock inventory and to track spoilage and expired food.
- Capable of working independently handling opening/closing duties.
- Follow proper procedures for guest check out, handling of tenders, use of scales, markdowns, and promotions. Ensure accurate sales transactions using SKUs and UPCs.
- Assist customers in selecting products by providing proper features & benefits of all products.
- Provide informative and accurate description of Haven Farm's organizational mission.
- Willing to help in other areas of the business as needed.
- Additional duties as assigned.

REQUIRED EXPERIENCE:

- Retail or customer service (1 year minimum)
- Background and/or passion for medicinal plants is strongly desired.
- Able to sell proactively.
- Able to lift and carry 30 lbs.
- Must be available evenings & weekends.
- Punctuality and reliability.

Shoppe hours will vary with seasons and weather. Please be prepared to stay as late as necessary during the peak sales weeks. Potential for alternative hours at events and farm related events. Candidates must be able to thrive in a fast-paced sales environment and work well under pressure.