Hello!

Welcome to the application packet for the position of **Finance Manager/Collective Manager**. Because of the nature of working at our unique ends-driven democratic workplace, we have included a number of open ended/essay questions. We appreciate your interest and the time it takes to complete this application.

People's is collectively managed by a group of 30 individuals that is responsible for running our business. This means that individual collective managers are empowered to make decisions in their departments and to share in creating the direction and culture of the workplace. Each collective management position has more than one job description, and committee/other group work is required to manage the business.

The **Finance Manager** ensures fiscal responsibility in co-op operations, ensures that co-op finances conform to Generally Accepted Accounting Principles and supports achievement of co-op objectives. Every collective manager is responsible for providing prompt, comprehensive and welcoming customer service. This position also fulfills some shifts as a **Storekeeper** on the retail floor**.**

As a collective, we manage the Co-op in service to People's member-owners and in line with the goals established by their elected stewards, the Board of Directors. In addition, the Co-op and the collective are committed to fostering human rights and social, food and economic justice. Making a commitment to People's Collective Management requires hard-work, personal growth, dedication, courage, compassion and flexibility.

Please refer to the job descriptions in this packet or find them on our website: www.peoples.coop (scroll down and click on "EMPLOYMENT" in the brown section at the bottom of your screen). We encourage you to retain this cover letter and the job descriptions for your reference in case you are called for an interview.

The position currently being offered is **36-40 hours per week** with some flexibility. This includes at least 2 hours per week of co-management. Our compensation package includes: **$13/hr to start plus a fabulous benefits package.** The benefits package includes: an empowered work environment, a 19% discount on purchases at the co-op, medical & dental insurance (including access to Naturopathic Doctors & Acupuncturists), a Staff Benefits Exchange Program (reduced rate services from participating massage therapists & bike mechanics), paid time off, annual raises and a human-scale workplace.

You must submit a completed application in order to be considered for an interview. Applications are due no later than Saturday October 7, 2017 at 10 pm. You may submit your application via email to hiring@peoples.coop, or, you can drop it off at the store. Applications submitted outside the deadline will not be considered for this position.

We will be reviewing applications and conducting interviews for two to three weeks following the application deadline. We will make an initial round of phone interviews with selected applicants, and then the Hiring Committee will conduct face-to-face interviews with the remaining pool of applicants.

We generally receive a large number of applications when we have openings and are therefore unable to contact each applicant personally to follow up. We will, however, make a strong effort to make personal contact with those who have had a phone interview once our decision has been reached.

In Cooperation,
On behalf of the Finance Manager Hiring Committee,
Padrice Stewart
Personnel Manager

You can reach us at: hiring@peoples.coop
(503) 232-9051

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Application for Employment
Finance Manager

The Finance Manager position has multiple job descriptions, including that of Storekeeper and Co-Manager. Please review these prior to applying for the position(s). Copies of job descriptions are available in the paper application packet or online at **www.peoples.coop**. Thanks!

Name: _____ Date: _____

Address: _____Phone: _____

Email: _____

For each of the following questions, please check the appropriate answer and provide details on a separate sheet using the corresponding number. Feel free to attach a résumé or CV in addition. However, please note that you must fill out this application to be considered for the available position. If your application is selected for a phone interview, we will contact you soon.

Working in the Natural Foods Industry

1. Have you had experience as a cashier? This position will involve some cashiering.
☐ Yes ☐ No If yes, please describe.

2. Have you had experience providing customer service?
☐ Yes ☐ No If yes, please describe.
Note: Please be sure to briefly answer the following in your reply to question 2:
How do you describe good customer service and how you would provide it?

3. Have you had experience working as paid staff or as a volunteer at a natural foods grocery, or in the fields of natural foods, nutrition, or sustainable agriculture?
☐ Yes ☐ No If yes, please describe.

4. Have you had experience working as paid staff or as a working member at a cooperative?
☐ Yes ☐ No If yes, please describe.

5. Have you had experience working as part of a collective and/or using consensus decision making in a work environment?
☐ Yes ☐ No If yes, please describe.

6. Have you had experience working as a supervisor or trainer?
☐ Yes ☐ No If yes, please describe.

6. Can you lift up to 50 lbs repeatedly?
☐ Yes ☐ No

7. People's staff are responsible for upholding our social justice ends and our safer space policies and being welcoming to all community members. Please describe any thoughts, training or experience you have working with customers and coworkers who are people of color, women, LGBTQ+ and other people who thrive outside of the expectations of white, cis-gendered and heterosexual norms.

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Qualifications Relating to Finance

1. Please describe your work experience or education related to financial management, bookkeeping, and/or formal accounting.

2. Do you have experience with retail and/or grocery finance? If yes, please describe.

3. Please describe your experience with creating budgets and monitoring and reporting on finances.

4. Please describe your experience or familiarity with key financial indicators for retail.

5. Please describe your experience with explaining financial information to others with varying levels of financial knowledge.

6. Do you have experience collaborating with and inspiring coworkers in groups and individually? If yes, please describe.

7. What computer systems and software are you familiar with? Which of these do you have the most experience with?

8. What skills of yours do you feel would be particularly useful to this position?

Scheduling & Availability

1. What is your anticipated schedule for the next year? Can you work early mornings, evenings (until 11pm) and weekends? What are the things in your life that define your scheduling needs?

2. What are your long-tem goals and how will this job support them?

3. What else do we need to know? What would you like to share with us?

Employment History

Please note any employment - past or present- that you think would be helpful in the consideration of your application. *Feel free to submit a résumé or CV to supplement, but complete this section as well.*

Employer _____ Dates of employment_____

Address_____ Supervisor_____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

_____

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Employment History (continued)

Employer _____ Dates of employment_____

Address_____ Supervisor_____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

_____

Employer _____ Dates of employment_____

Address_____ Supervisor_____

May we contact this person? _____ Phone #(s) _____

Position(s) Held and Duties: _____

_____

Professional References

1) _____

Relationship: _____ Phone #: _____

2) _____

Relationship: _____ Phone #: _____

3) _____

Relationship: _____ Phone #: _____

Other Important Educational Experiences

_____

_____

_____

Please add or attach whatever additional information you think is relevant. People's expects the information provided above to be accurate to the best of your knowledge.

People's is an equal opportunity employer and will not discriminate on the basis of sex, age, race, religion, marital/parental status, sexual orientation, national origin, or any other characteristic irrelevant to the good execution of this position.

Help us get the word out about our positions better!

How did you hear about this job?

☐ Classified ad (newspaper/print source) ☐ Word of mouth ☐ Poster at co-op

☐ Poster elsewhere ☐ People's web site ☐ Craigslist ☐ other: _____

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FINANCE MANAGER JOB DESCRIPTION

Purpose: To ensure fiscal responsibility in co-op operations. To ensure co-op finances conform to Generally Accepted Accounting Principles. To support achievement of co-op objectives.

Status: Reports to Board, via the Co-management/CM Link, via the finance team

Responsibilities:

1) FINANCIAL MANAGEMENT
   a) Prepare timely, accurate financial statements.
   b) Coordinate preparation of capital, operating and cash budgets, and financial portions of business plans
   c) Monitor deviations from budget, inform and work with appropriate individuals and teams to improve financial performance.
   d) Provide monthly sales and quarterly margin and inventory turns reports. Meet with buyers to review performance in relation to goals and develop plans for corrective action with departments not meeting goals.
   e) Prepare monthly, quarterly, and as needed reports to the Co-management
   f) Provide financial analyses of current operations and projections for future scenarios, as requested.
   g) Provide financial training(s) to Collective Managers as needed.
   h) Ensure that all quarterly and yearly taxes are paid on time: business, property, corporate, sales, employment security, industrial insurance, payroll taxes & withholdings
   i) Consult with outside accountant to obtain favorable tax status, prepare corporate tax returns, and perform audits as needed.
   j) Calculate and track patronage dividend allocations, disbursements, and retentions; work with Board and CPA to maximize tax benefit of patronage dividends.
   k) Obtain adequate insurance of all business operations (liability, property, directors and officers, workers compensation, HOO, etc.).
   l) Ensure quarterly inventory counts are accurately conducted.
   m) Provide education and information to owners, via Annual Report, newsletters, forums, or other means (equity, patronage dividends, general financial status, etc.). Provide owners' access to financial information as requested (if appropriate).
   n) Networking and education: collaborate with, learn from, and utilize resources and knowledge from other co-ops, NCGA, organizations, publications, and other resources.

2) BOARD OF DIRECTORS
   a) Attend board meetings as needed.
   b) Provide financial portions of reports to Board.
   c) Ensure that the board gets answers to their questions.

3) PERSONNEL
   a) Participate in Finance Team hiring processes and trainings.
   b) Train and work with HOOs as needed

c) Participate in performance evaluations and disciplinary actions for Finance Team members according to current policies.

4) OTHER DUTIES
   a) Prepare reports to the Collective Management as needed.
   b) Attend team meetings.
   c) Perform floor shifts as scheduled.
   d) Attend Collective Management meetings and carry out other duties of a Collective Manager.
   e) Answer and route phone calls, take and route messages as needed.
   f) Perform other tasks assigned by the Board, Collective, or Finance Team.

Qualifications:

- Bookkeeping and financial management experience and/or some formal accounting, business, or finance education, preferably in retail grocery and/or co-ops.
- Ability to interpret financial reports and concepts for individuals with varying levels of financial knowledge.
- Computer literacy, including fluency using spreadsheets, accounting software, email, and word processing, and proficient keyboard skills
- Experience in developing and monitoring budgets.
- Good communications skills—clear instructions, attentive listening
- Demonstrated ability to follow through on commitments.
- Ability to handle multiple demands.
- Organized, pays attention to detail.
- Regular, predictable attendance
- Willingness and ability to learn to meet the changing requirements of the job.

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CO-MANAGER JOB DESCRIPTION

Purpose: To further People's Mission (Ends Statements) and the Cooperative Principles, while democratically managing the overall operations of the co-op within the constraints (Limitations Polices) set forth by the Board of Directors on behalf of the Member-Ownership.

Status: Reports to Board, via the CM link; Works an average of 2-5 hours per week in addition to department hours; Combined hours must equal a minimum of 28 regularly scheduled hours.

Responsibilities:

1) GENERAL CO-MANAGEMENT as a member of the COLLECTIVE MANAGEMENT
   a) Support and work to further the Co-op's Mission (Ends Statements), as well as the goals, and objectives of the co-op in alignment with the values & needs of the Member-Ownership.
   b) Work within the parameters (Limitations Policies) set forth by the Board of Directors.
   c) Support agreements of the Collective Management (CM), and other co-op policies; Utilize current avenues to reassess and propose changes or modifications to policies, procedures, and proposals as needed.
   d) Practice self-empowerment as a Co-manager through participation in the collective process, seeking out educational opportunities, and proactively working to improve the co-op.
   e) Cultivate personal awareness and an adequate understanding of current issues before the Collective Management, especially those issues within the Collective Management's jurisdiction.
   f) Understand and actively engage/participate in collective management and the collective decision-making processes (i.e. meetings, log proposals, ad hoc committees).
   g) Cultivate personal awareness of the history, trends and best practices of co-ops, collective management structures, & the natural foods industry.
   h) Attend to the state of the co-op, store, and the Collective Management by actively working toward improvement.
   i) Perform tasks conveyed by Board and/or Collective Management.
   j) Keep community spaces clean and usable.
   k) Regularly meet expectations of your job descriptions.

2) STRATEGIC PLANNING & FINANCES
   a) Participate in and inform the annual and long-range planning & budgeting processes at the CM, team, and committee levels, as appropriate.
   b) Work to understand the co-op's key financial indicators and how to monitor and positively affect them; Acts responsively to maintain short and long-range financial vitality.
   c) Participate in assessing proposed plans for any significant future development in alignment with the co-op's Ends and "Good Growth Criteria."

3) MEETING ATTENDANCE & PARTICIPATION
   a) Prepare for and participate in Collective Management (CM) meetings; Attend at least 3/4 of all CM meetings.
   b) Seek out ways to participate in and support meetings (i.e. set up/break down, officer roles, problem solving).
   c) Prepare for and participate in the annual Collective Management Confluence (Retreat).
   d) Prepare for and participate in meetings of the teams and committees you are seated on.
   e) Attend at least one Board of Directors meeting per year.
   f) Attend at least one meeting per year for a team that you are not seated on.

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4) COMMUNICATION
   a) Provide respectful and direct feedback to others as needed.
   b) Listen openly and share opinions respectfully.
   c) Check email, voicemail and your individual mailbox regularly; Read the Co-Manager's log as needed; Meet communications requirements as outlined in the handbook.
   d) Use all relevant communications systems to convey pertinent information.
   e) Communicate with other departments, teams, and committees as needed, attending meetings as necessary.
   f) Respond to owner and customer inquiries related to your job description/s in a timely manner.
   g) Set and communicate clear and reasonable boundaries.
   h) Respect the clear and reasonable boundaries of others.

5) ATTENDANCE AND SCHEDULE
   a) Arrive on time to all scheduled shifts; Comply with scheduling and vacations policies as specified in handbook.
   b) Schedule and attend regular office hours, if applicable; Attend the majority of office hours on site.
   c) Work a minimum of 1 floor shift per week with the exception of where it would inhibit fulfilling other job responsibilities; Staff the store as needed in accordance with scheduling policy; Work during special events as needed.
   d) Participate in at least 2 inventory counts and/or deep cleaning events per year. Work to schedule shifts to accommodate this requirement.
   e) Attend/participate in special events and trainings as needed.

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STOREKEEPER JOB DESCRIPTION

Note: Every Co-Manager is expected to perform the minimum duties of this job description.

Hours: Between 7am and 11pm, 7 days per week—minimum 28 hours, maximum 40.
Purpose: To provide prompt, welcoming customer service; To keep displays, coolers, shelves fully stocked; And to support store and department objectives.
Status: Reports to Board, via the collective, via Front End Team

Responsibilities:

6) GENERAL
   a) Arrive on time to all scheduled shifts.
   b) Fulfill the responsibilities of the scheduled shift, in compliance with National Organics Program (NOP) and health department requirements.
   c) Complete or oversee the completion of all opening, closing, and shift change responsibilities appropriate to each day and shift, in compliance with NOP and health department requirements.
   d) Supervise member-workers while on shift, train on opening and closing procedures.

7) CASHIERING
   a) Greet customers in a welcoming way.
   b) Check out customer purchases quickly and accurately, using correct prices and departments.
   c) Call for back-up as needed so that customers wait as little as possible to be checked out.
   d) Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call for other staff help if available.
   e) Become familiar with co-op policies in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
   f) Open and close registers following established procedures.
   g) Explain membership program to first-time shoppers and other interested non-members. Receive membership applications and equity payments.
   h) Keep front end clean and organized.
   i) Price and stock items according to shift priorities.
   j) Issue credits to customers for returned items following co-op policy. Record shrink promptly and accurately.
   k) Call for support when needed, especially when handling potential shoplifters, disorderly customers or other emergencies.
   l) Place, retrieve, and ring up special orders accurately.

8) DEPARTMENT MAINTENANCE
   a) Generally attend to needs of scheduled department.
   b) Stock displays fully without overcrowding; Face items on shelves; Regularly water produce wet rack.
   c) Rotate older stock to front, making space for new stock.
   d) Pull short-date or low-quality items and follow established procedures for recording and disposing of them.
   e) Label items accurately with price tags and/or signs. Resolve price discrepancies or report to buyers.
   f) Maintain stocking lists for later shifts. Notify buyers of out-of-stocks.
   g) Keep backstock organized when stocking.

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9) RECEIVING
   a) Check deliveries to verify piece count, notify buyer of discrepancies.
   b) Check for damage and unacceptable quality, notify buyer of problems.
   c) Help with unloading as needed.
   d) Sign for deliveries with appropriate adjustments noted on invoice and route invoice to buyer.
   e) Rotate items into retail.
   f) Rotate overstock into storage.

10) STORE MAINTENANCE
   a) Appropriate to the scheduled shift, keep shelves, coolers, bins in clean, orderly condition. Dust and clean shelves and product when stocking.
   b) Remove trash promptly, sweep and mop floor.
   c) Use store equipment kindly, and return them to where they live.
   d) Monitor cooler and freezer temperatures. Follow the protocols established by the Maintenance Coordinator.
   e) Participate in inventory counts at least twice per year. Work with Operations Manager to schedule shifts that accommodate this requirement.

11) OTHER DUTIES
   a) Perform other tasks conveyed by Board, Collective Management, Front End Team, and Manager on Duty.
   b) If on the collective, attend collective meetings and carry out other duties of a collective member.
   c) Answer and route phone calls, take and route messages as needed.

Qualifications:

- Experience serving the public.
- Ability to project an outgoing, friendly personality.
- Ability to handle multiple demands.
- Calmness under pressure.
- Good communications skills—clear instructions, attentive listening.
- Familiarity with natural foods.
- Attention to detail, accuracy.
- Regular, predictable attendance.
- Willingness and ability to learn to meet the changing requirements of the job.
- Ability to lift 50 lbs. consistently.