

# COMMUNITY SERVICES UNLIMITED, INC.

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## **Village Market Place & Soulful Café Sales and General Associate Job Description**

**REPORTS TO:** CSU Director & Village Market Place Food Hub Manager

**POSITIONS AVAILABLE:** The Village Market Place is hiring to fill multiple positions in the role of VMP Sales and General Associate. Part-time and full-time positions are available.

**PAY:** Starts at Los Angeles minimum wage of \$16.04/hour and can be increased based on candidate's experience and skills specific to the job duties that will be performed.

**THE IDEAL CANDIDATE:** Is outgoing, personable, and likes to connect with people and provide exceptional customer service. Has retail, grocery, delivery, and/or restaurant experience or is interested to learn about these fields, and cares about bringing high quality and healthy food options to South Central Los Angeles. As the VMP businesses grow and more jobs are created, successful hires may have the opportunity to progress into different roles.

**DESCRIPTION:** The VMP Sales and General Associate will carry out tasks related to operating the VMP Store and Café and related food businesses. Associates are the face of the business and contribute to CSU building connections with customers/members of the community. Ideal candidates are committed to CSU's mission, to the ongoing success of the social enterprise, and to their own growth.

### **DUTIES INCLUDE:**

- Take orders, ring up purchases, and process payments using the VMP Point of Sale/Register.
- Prepare on-line orders and pack for delivery or curbside pick-up.
- Participate in food packaging and preparation in the café and VMP commercial kitchen.
- Make and serve café drinks and/or plate or package and serve food in accordance with VMP training and recipes and practices as laid out in the VMP Handbook.
- Stock shelves, coolers, bulk bins, produce displays, and prepared food displays in a neat and attractive manner in compliance with VMP training and practices as laid out in the VMP handbook.
- Receive and put away orders, take inventory, and sort food for quality control.
- Monitor food dating and rotation to ensure freshness and reduce loss as well as monitor inventory and inform the manager when items may need to be ordered.
- Clean store/café/kitchen facilities and bathrooms regularly to ensure a clean and welcoming environment for customers and compliance with all health codes as per VMP training and handbook.
- Interact and communicate respectfully and in a friendly manner with customers, answer questions or potential issues with grace and empathy. When appropriate, enlist the VMP Food Hub Manager or other senior VMP staff's assistance to problem solve potential issues. Share information that may be

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***SERVING THE PEOPLE BODY AND SOUL!***

of interest about the VMP, CSU, and the food items that are carried in the store and café with enthusiasm.

- Drivers Only: Deliver grocery orders using your own or CSU vehicles following all road safety requirements and VMP guidelines for safe food handling and delivery standards.

### **SKILLS & QUALIFICATIONS:**

- Knowledge and familiarity with different types of foods and healthy cooking and/or eagerness to expand knowledge.
- Willingness to be trained, to perform all duties with rigor and diligence.
- Ability to follow recipes with the highest attention to detail.
- Ability to communicate and engage with a wide diversity of customers.
- Organized and can consistently follow through on commitments.
- Ability to follow directions and communicate information to others clearly.
- Basic command of computer applications and familiarity using wireless devices.
- Ability to work as part of a team.
- Bi-lingual Spanish (or willingness to learn) highly preferred.
- Ability to lift at least 50 pounds and move heavy items around store/café/kitchen and in and out of vehicles required.
- Some knowledge or interest in learning about the food justice movement, food systems and related environmental and health issues.
- For those available to serve as delivery drivers: a valid drivers' license, current auto insurance and a reliable vehicle. **\*\* Please indicate if you are interested in being a delivery driver when you apply.**

To Apply: Send a resume and a cover letter; OR an email introducing yourself and telling us why you want to work at the VMP and about your past experience that would support you being successful in the position to [vmp@csuinc.org](mailto:vmp@csuinc.org). Submissions reviewed on an on-going basis. No phone calls please. We are a very small enterprise and are not able to reply to candidates who are not invited to interview. Position Open until filled.