

A CULTURE OF CO-OPERATION



WHO WE HIRE

FRIENDLY AND CONSIDERATE

Our team members go out of their way to make our customers feel appreciated. They are open-minded and treat their fellow team members and customers with respect – always.

FUN LOVING, PASSIONATE, AND POSITIVE

Our team members are enthusiastic, positive, and fun to be around. Happy people and food fanatics are preferred!

ENVIRONMENTALLY AWARE

Our team members care about the world we live in and are a natural fit for a business that believes in sustainability and environmental awareness.

FLEXIBLE AND RESILIENT

Our team members go with the flow and respond to changes as needed.

SELF-MOTIVATED

Our team members are ready to jump in wherever they are needed and don't wait for someone to ask. If they see a problem, they solve it. If they see an opportunity, they seize it.

HARD WORKERS

Our single objective is to serve our community well. We have a great team of co-workers and they all work hard to strengthen relationships with each other, our vendors and our customers.

WHAT WE EXPECT OF YOU

Every one of our team members is knowledgeable and friendly. They are professional, but relaxed—welcoming, down-to-earth and honest. In accepting a position here, they've made a commitment to providing excellent customer service— meeting and exceeding a customer's expectations. Our team members are open to new ideas, flavors and experiences. They have a passion for good food, and are always willing to share that enthusiasm with our customers.

PEOPLE ORIENTED

A positive attitude and a friendly smile help to make the best possible connection with your teammates and our customers. Going the extra mile to assist a customer, or help out a team member, is what we look for in a team member. We are open and affirming, with respect for all people. Making a customer feel special makes for a happy customer, and one who will return to the store!

CONSISTENT QUALITY

You are responsible for the first impression the customer gets when they walk through the door, whether it's because you arranged the bananas or scrubbed the floor. Our produce is fresh, local and/or organic, our shelves are neat and orderly, food on the hot bar and salad bar looks fresh and inviting, and the store is always clean and bright. Details matter!

LISTEN & LEARN

It's our job to provide clear expectations and training resources. YOU are responsible for learning what you need to know to do your job well. If something isn't clear, just ask – your success is our success.

OUR BUSINESS IS YOUR BUSINESS

Literally – anyone can own a share in our co-op, and whether you are a team member or an owner/team member, you are the key to our success. Helping to keep an eye on inventory, strengthening relationships with our providers and producers, and helping us to control costs are all ways you impact our bottom line. We know you are a vital part of what makes our store run, and hope you are proud of yourself!

TEAM WORK

Your individual contributions, as well as your contributions to the team, matter. You have an opportunity to shine every day you bring a positive attitude to the co-op. Staying late when someone doesn't show up for a shift, or covering for a sick co-worker are ways you help to support your team.

BRAND AMBASSADORS

You are all in a unique position to help spread the word about a store that values local producers, sustainable and fair-trade products, and is committed to being eco-friendly. Share your good experiences (whether as a team member or shopper) with others and be an ambassador for the co-op.

LOVE THE EARTH

We strive to do our best at Reduce, Reuse, Recycle – and expect our employees to do the same. There are recycling bins throughout the store and compost barrels, so please use them!

WHAT YOU CAN EXPECT OF US

We expect a lot from you, but want you to know you can expect a lot from us. We have a responsibility to make sure we provide the best environment for our team members, as well as our customers. We promise to do our best to educate you about our co-operative values, our local producers and our commitment to environmental sustainability. Our goal is to provide you with the training and tools you need to be effective and successful in your job.

WE ALL WORK TOGETHER

Titles don't matter so much here— we all work side-by-side to make sure the job gets done. We believe in leading by example and that no job is too small for anyone here to attend to.

KEEPING YOU INFORMED

Communication and information are keys to a successful business. We'll make every effort to make sure you have the knowledge you need in order to do your job well and to stay connected to the co-op.

GOOD LISTENERS

Your input is important to us. We welcome any comments, concerns, or suggestions for ways we can improve our store. We will work together towards a satisfactory resolution for any concerns you may have.

CLEAR EXPECTATIONS

We'll let you know what we expect from you, and we'll let you know how you're doing. It is our job to give you regular feedback, which will help you find ways to become more successful and effective.

WE KNOW YOU

We care about you as a team member, but also as a person. We'll get to know you and understand what you care about. We know you have a life outside of work and we'll support you as best we can.

ENCOURAGEMENT

We're proud of our team members and like to show appreciation for going the extra mile. Without your hard work, we wouldn't be here!