

Member Worker Program Guidelines



82 S. Winooski Ave
Burlington VT.
05401
802-861-9700
www.citymarket.coop

Member Worker Discount

- Two hours of work = Unlimited 7% discount for one month.
- Four hours of work = Unlimited 12 % discount for one month.
- Discounts are applied to the first of the following month (work in April = discount in May).
- Households may bank up to 48 hours.

Worker Guidelines

- **You must be 18.** All member workers must be at least 18 years of age to participate in the worker program. Member workers are not permitted to be accompanied by children under the age of 18.
- **ALL WORKERS must attend an orientation.** Any household members who work under your account must attend an orientation before they can sign up for member work.
- **Park Offsite.** Employees and member workers are not permitted to park in The City Market parking lot. If you need to park in the lot, please contact Member Services *prior* to your shift. City Market tows unauthorized vehicles.
- **Dress Guidelines.** Member workers adhere to the same dress guidelines as employees. This includes:
 - A member worker button or nametag.
 - Closed-toed shoes at all times.
 - Avoid clothing advertising any: competitors, vice (alcohol, tobacco, drugs), religion, politics, offensive or inappropriate content.
 - Garments free of holes that cover shoulders and midriff. Skirts, shorts or dresses are no shorter than 3 inches above the knee. Straps on short sleeve or sleeveless tops must be at least 3 inches wide.
 - Clean hair and good personal hygiene.
- **Customer Service.** City Market prides itself on its outstanding customer service. Please represent your co-op by maintaining a friendly and courteous attitude to all customers and staff.
- **Electronic Devices.** Electronic devices (cell phones, iPods, etc.) are not to be used while on the sales floor.
- **General Feedback.** Please expect occasional feedback from City Market employees. This feedback is in an effort to maintain a productive and efficient environment.
- **Missed Shifts.** To cancel a scheduled shift, please contact Member Services or the department in which you are scheduled. Three “no call, no show” = possible termination from the Member Worker Program.
- **Harassment & Discrimination Policy.** City Market strives to maintain a professional work environment that requires the highest standard of personal conduct. In keeping with this standard, any type of unlawful harassment or discrimination on the basis of race, color, religion, national origin, ancestry, place of birth, sex, age, sexual orientation, gender identity, veteran status, disability, HIV positive status or any other status protected by state or federal law, is strictly prohibited.
- **Relocation.** In the event that you are unable or unwilling to perform the duties specified in the job summary for each department, you may be asked to perform member work in another department.
- **Termination.** Termination is at the discretion of City Market. Reasons for termination from the Member Worker Program include, but are not limited to:
 - Abuse of your worker discount; harassment or discrimination; refusal to perform assigned tasks; customer and/or employee complaints; inappropriate conduct.

For more information, contact Leila Cosgrove (802) 861-9707 or lcosgrove@citymarket.coop.

Member Worker Process

- 1) **Attend a Member Worker Orientation.** Every working household member must attend an orientation before beginning member work at the Co-op. Member Worker Orientations count as one hour of member work.
- 2) **Sign Up for Shifts.** You must sign up for shifts at least one week in advance. Bulk, Produce and Grocery require additional training. Please sign up for individual trainings in each section of the Member Worker Binder.
- 3) **Please be on time for your shift!**
- 4) **Store Personal Belongings Upstairs.** Before you start your shift, please store bags, coats, etc. in the hallway outside Member Services. Feel free to use the hooks, table and empty bins provided. Please note—this is not a locked space.
- 5) **Sign In/Out of Shifts.** Please sign in/out for all shifts and trainings in the binder at Customer Service. Remember to sign in AND out and include your member number; otherwise, you may not get credit for your shift.
- 6) **Wear a Member Worker Button.** Please wear a button during all shifts worked at City Market. Buttons are located above the sign in/out sheets at Customer Service.

Benefits of Co-op Membership

Membership at City Market is set at \$15/year or \$200 paid in full.

- ❑ **Patronage Refund Program** - Members are provided an annual refund based on a percentage of purchases (subject to the discretion of the Board of Directors).
- ❑ **Discount Programs - (Excluding Alcohol)**
 - **Food for All** - Community members who are eligible for Food Stamps, WIC, or Disability are provided a 10% discount on purchases (excluding wine and beer).
 - **7% Workers** - Work two hours a month and receive a 7% discount the following calendar month.
 - **12% Workers** - Work four hours a month and receive a 12% discount the following calendar month.
 - **Non-Profit** - A 15% discount for non-profit programs that are geared towards alleviating childhood hunger or supporting the sustainability of agriculture. Application required.
 - **Senior Discount** - (60+) receive a 5% discount on unlimited purchases.
- ❑ **Free Water!** - Members enjoy free water from the reverse osmosis water machine.
- ❑ **Member Artist Program** - An opportunity to become the featured Artist of the Month in our café gallery and in our monthly *Onion Skin* newsletter. Application required.
- ❑ **Community Connections Program** - Take advantage of discounts at a variety of area businesses. Check out our CC brochure or online at www.citymarket.coop for a complete listing.
- ❑ **Member Meeting Days** - Twice a year you are invited to attend a meeting to evaluate and determine where we are as a Co-op and possible directions for our future. Free food, entertainment, activities and childcare!
- ❑ **The Onion Skin** - Our monthly newsletter. Keep up to date on store events, Co-op news, Community Outreach Partners, Community Connections Partners, Member Artists and more!
- ❑ **Monthly Board of Directors Meeting** - Learn more about BoD governance, our Co-op's policies and procedures, even run for a seat on the BoD. Look in the Onion Skin or on the BoD bulletin board for dates, times and locations.
- ❑ **Check Writing** - Members can write a check for up to \$20 over the purchase amount at the register.
- ❑ **E-newsletter** - Sign up on our Web site to receive emails about current Co-op news stories, advanced notice of member worker opportunities, and other member exclusive information.
- ❑ **Workshops, Classes, Product Sampling, and more!** - Feel great knowing you are part of an organization providing free food and nutrition education classes at our store and in the community, as well as food samples, and featured product demonstrations. Plus you are the owner of a store that works with a variety of other organizations and businesses to provide all community members with a high quality of life.

Member Worker Job Summaries



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Bulk Department

- Member workers are expected to keep the Bulk Department clean, bag products, fill jars of product; to provide prompt, friendly, courteous customer service.
- This department requires an initial training. Please sign up in the Member Worker Binder. Member workers who have completed a Bulk training may sign up for shifts in the Member Worker Binder.

Produce Department

- Member workers are expected to keep department displays fully stocked with produce according to product standards. To provide prompt, friendly, courteous customer service.
- This department requires an initial training. Please sign up in the Member Worker Binder. Member workers who have completed a Produce training may sign up for shifts in the Member Worker Binder.

Grocery Department

- Member workers are expected to keep displays, shelves, freezers, and endcaps fully stocked in the grocery (dry goods, general merchandise and frozen) areas; to provide prompt, friendly, courteous customer service.
- This department requires an initial training. Please sign up in the Member Worker Binder. Member workers who have completed a Grocery training may sign up for shifts in the Member Worker Binder.

Front End

- Member workers are expected to provide quality service to customers and support to cashiers, Head Cashiers, Store Supervisors or Front End Manager and other managers as needed. Responsibilities include bagging and helping load customer purchases, retrieving carts and completing assigned tasks to help maintain cleanliness and order around City Market/ the Co-op.
- This department does not require a training. Please sign up for shifts in the Member Worker Binder and check in at Customer Service for your first shift.

Demos

- Member workers are expected to set up the table, trash, and any special materials needed for the demo, to be knowledgeable of the product that they are demoing, and to provide prompt, friendly, courteous customer service.
- This department does not require a special training. This department does require member workers to read and sign a copy of our Member Worker Demo Guidelines. To sign up for a demo, please contact Liz at ldykes@citymarket.coop or at 802-861 – 9721.

Community Outreach Partners

- Member workers can sign up for work through one of City Market's Community Outreach Partners.
- To view a list of the Co-op's current partners, please check the Member Worker Binder or visit: www.citymarket.coop/membership/community-outreach-partners.

Questions? Please contact Leila Cosgrove at lcogrove@citymarket.coop or 802-861-9707.