# JOB DESCRIPTION

**Seasonal Staff**

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Farmstand Customer Service Representative</th>
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</thead>
<tbody>
<tr>
<td>Term of Office:</td>
<td>May 1 – October 31</td>
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<tr>
<td>Supervisor:</td>
<td>Farmstand Director and Operations Coordinator</td>
</tr>
<tr>
<td>Remuneration:</td>
<td>Refer to MSU OPERATING POLICY 2.2 - EMPLOYMENT (WAGES)</td>
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<tr>
<td>Hours of Work:</td>
<td>Variable Hours</td>
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</tbody>
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## General Scope of Duties

Customer Service Representatives are the front line employees of the Farmstand. CSRs are responsible for the set-up and clean up for the Farmstand as well as re-stocking the tables, cash-handling and the counting of inventory as required. Possibility of extending the work term is also available. **In addition, CSRs are responsible for advocating sustainable eating and the benefits of local food to customers.**

## Major Duties and Responsibilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Percent</th>
<th>Specifics</th>
</tr>
</thead>
</table>
| **Customer Service**      | 55%     | - Assist customers as required  
- Answer customer questions as required  
- Work to create a pleasant environment for customers  
- Open and close service as required  
- Stock and restock tables as directed by the Farmstand Director and Operations Coordinator  
- Advocate sustainable eating and the benefits of local food to customers |
| **Cash/Reconciliation**   | 25%     | - Reconcile floats and other cash handling duties  
- Report any discrepancies immediately to the Director or Operations Coordinator  
- Ensure cash is deposited securely at the end of a shift as per established policies and procedures  
- Ensure cash and inventory are secured properly to avoid theft or tampering |
| **Inventory Control**     | 15%     | - Assist in the counting of inventory as required  
- Complete tracking documents to ensure that all information is up to date. |
| **Other**                 | 5%      | - Other duties as required  
- Provide feedback on the service experience  
- Attend mandatory staff meetings as scheduled |

Comment [jb1]: From Kaitlyn

Comment [jb2]: From Kaitlyn
Knowledge, Skills and Abilities

- Interpersonal skills required to interact with customers
- Resourcefulness is an asset
- Background in a customer service related environment is an asset
- Knowledge or interest in sustainable eating considered an asset
- Preference will be given to applicants with some background in local food systems

Effort & Responsibility

- Responsible for dealing with large amounts of cash
- Responsible required to maintain accuracy with sales
- Responsible for keeping stand organized, inviting, and engaging
- Responsible for creating a positive and efficient experience for everyone using Farmstand
- Frequent heavy lifting required

Working Conditions

- Work environment pleasant but challenging
- Customer service oriented working environment
- Work will be performed both indoors and outdoors (weather dependent)

Training and Experience

- Experience in a customer service related industry is an asset
- Experience with cash handling preferred
- Completion of the Hamilton Food Handling Safety Course (provided)
- Additional training will be provided

Equipment

- Various types of POS systems
- Inventory control software
- Meridian telephone system
- Safe
- Cash register
- Debit/Credit card machines
- [Student Card machine]