



CUSTOMER SERVICE & RETAIL SALES ASSOCIATE JOB DESCRIPTION

Job Title:	Customer Service & Retail Sales Associate		
FLSA Status:	Non-Exempt	Job Category:	Year Round
Reports To:	Store Manager or Shift Lead	Supervises:	-
Pay Scale:	DOE		
Work Location:	720 West Main Street, Bozeman, MT 59715		
Expected Schedule:	Minimum of 3 shifts per week – AM or PM available – must include at least 1 weekend (Sat/Sun) shift		

WHO WE ARE

Mavens Market is Bozeman’s newest, premier location to experience the love of amazing foods from around the world. Our goal is to become a community favorite destination where people come to find culinary inspiration, relax, learn, and enjoy! We will be the leader in premium quality, artisan made foods including house made gelato, barista style drinks for the entire family, fresh cut cheese and charcuterie, grab and go deli, bean to bar chocolates, and on tap wine. We aim to give customers an “experience” within our store, offering interactive customer service, sampling, and gift wrapping.

WHO YOU ARE

You are customer oriented, always aiming to make others 100% satisfied while holding yourself in a professional yet fun demeanor. You want to be part of a team, love working hard in a fast paced environment, and have a general positive outlook on life. You are willing to roll your sleeves up and take on additional tasks when needed. You never sit still waiting for someone to tell you what to do next, instead noticing needs and working to continually improve. You are a rock-star and your customers and co-workers will adore you because of it!

POSITION SUMMARY

Maven’s Market Customer Service team is the face of our company and the first impression customers have upon entering the store. Your core job responsibility is helping customers through their culinary journey by providing an experience that is beyond expectations. Along with helping customers, all positions are hands-on and your roll is dynamic within the store. You will be responsible for completing a number of additional tasks to help the general flow and function of business (see below). While you may prefer a specific department and become an expert there (ex. Cheese-monger), we are a team environment and you will be cross-trained and expected to help where you are needed.

ESSENTIAL JOB FUNCTIONS, RESPONSIBILITIES & DUTIES

WITH GUESTS:

- Treating guests with professional yet fun and encouraging demeanor.
- Satisfy guests beyond expectations.
- Actively engage guests in conversations in order to determine needs and give them the best overall experience
- Guiding guests through their tasting experience, making suggestions, and helping them find products they will love.
- Operating the point of sale (pos) computer system at a fast-steady pace, handling cash, and other forms of payment.
- Enthusiastically answering the phone and satisfying the requests of the person on the other line.
- Suggesting gift arrangements and completing the experience by gift wrapping the items

DAILY ROLLS/TASKS (DEPARTMENT)

- Preparing barista style drinks (espresso, tea lattes, hot chocolate, cold brew, coffee, and more)
- Making and serving gelato and house made waffle cones.
- Walking customers through cheese and charcuterie tastings and cutting/slicing to order.
- Preparing customer meat and cheese boards.
- Preparing daily deli items (sandwiches, bowls, trays.)
- General food prep.
- Wine Bar Service. Educating customers on flights and through tastings.
- Helping customers build arrangements and gift wrapping.
- General cleaning duties.
- Closing & Opening duties.
- Ringing customers in through POS software.

GENERAL DUTIES:

- Work as a team to accomplish company goals
- Maintaining a clean, organized store through regular maintenance, general cleaning, and merchandising.
- Unpacking orders, tagging, and stocking products.
- All other duties and responsibilities as assigned.
- Performing opening, closing, and operating duties such as preparing daily sample stations, restocking, cleaning floors, dusting shelves, washing dishes, etc.
- Washing and sanitizing returned dirty bottles for reuse.

EXPERIENCE REQUIREMENTS

- None necessary

REQUIRED SKILLS & COMPETENCIES

- Physical Skills – ability to stand for long periods of time, lift and carry items up to 50 lbs.
- Computer skills – familiar with technology but no specific skills necessary.
- Money Counting Skills – should be able to count and give proper change.
- Organization skills – maintaining tasks so they are easily accomplished.
- Problem-solving skills – discovering, analyzing and fixing issues that need attention.
- Communication – capable of positive communication using verbal, written and body language in a professional manner.
- Independence – to work with minimal supervision and make appropriate decisions.
- Teamwork – maintains individual responsibilities that work to build trust within the team.
- Customer Service & Satisfaction – responds promptly to customer needs for complete satisfaction.
- Attendance & Punctuality – shows up when schedule, on time, dressed, and ready to work.

COMPENSATION

Wages Starting @ \$10 DOE. Part and Full time positions available. Must work at least 3 shifts per week. Benefits include 1 free barista beverage per 4 hr shift, unlimited drip coffee; 30% off storewide (cheese, meat, deli, coffee, gelato, wine, and more); free meal (limits apply) with each 8 hour consecutive shift; Gift Card Bonus Program based on hours worked.

ATTIRE & UNIFORM

All attire must be clean and wrinkle free. Dark blue jeans with no holes or frays, logoed Maven's shirt and apron (provided), solid black, close toed shoes, Maven's logoed hat optional. Hair pulled off of neck.

DISCLAIMER AND ACKNOWLEDGEMENT

This job description is only a summary of typical functions and essential duties being performed by individuals assigned to this position. The actual duties, roles and responsibilities may differ slightly from this job description and is not intended to be an exhaustive list.