

JOB POSTING



THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Land and Food Systems



The Centre for Sustainable Food Systems at UBC Farm Position Title: Sales Assistant

POSITION IDENTIFICATION

Position Classification:	Miscellaneous Farm Worker
Position Title:	Sales Assistant
Faculty:	Land and Food Systems
Department	The Centre for Sustainable Food Systems at UBC Farm
Position Number:	30757

POSITION FUNCTION

The Centre for Sustainable Food Systems at UBC Farm (CSFS) is located on the unceded, ancestral territory of the Musqueam people. It is a 24-hectare teaching, research and community farm at the University of British Columbia's Vancouver campus. Embodying UBC's aspiration to be a "living laboratory", the CSFS provides experiential learning opportunities for students, community members and the general public and strives to explore and exemplify how land, food and community are brought together to create healthy and sustainable food systems. More information about the CSFS can be found at www.ubcfarm.ubc.ca.

The CSFS operates on a cost-recovery basis and farm product sales are a significant source of operating revenue. The Sales Assistant works under the supervision of the Sales Manager and works collaboratively with UBC Farm staff to assist with the sale and tracking of agricultural products marketed through various direct sales channels (specifically the Tuesday Evening Markets, Wednesday Campus Markets, and Saturday Markets), and to assist with day-to-day harvest and processing (harvest, washing and packing) operations. These sales activities and associated record keeping intrinsically form a part of the academic programming at the CSFS and substantially inform production decisions. Sales data collected by the Sales Assistant provides the raw material that allows the development of an academically diverse range of studies conducted by faculty, staff and students, research projects and agricultural production at the UBC Farm site.

We are seeking an energetic and reliable person to work with the UBC Farm team to support the growth of and to participate in the success of the CSFS' production and sales program.

WORKING RELATIONSHIPS

Reports to the Sales Manager, and provides direction to 1-2 Work Learn student employees and to volunteers. Works closely, in a collaborative environment, with other UBC Farm staff.

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WORK PERFORMED

- Oversees the set-up and take down of the UBC Farm market stand and the sale of produce at the Tuesday Evening, Wednesday Campus and Saturday Markets, as well as at occasional special events and/or outreach markets as required.
- Ensures the market stand is aesthetically appealing, well organized and contains appropriate product information material as well as accurate CSFS promotional material.
- Provides produce information in a friendly and informative manner while interacting with market customers.
- Helps ensure staff, volunteers and Practicum students follow proper food safety procedures.
- Maintains communication with customers and market volunteers in person and via phone and email.
- Provides direction and oversight to Work Learn student employees, Practicum students and volunteers at the markets.
- Maintains and helps improve point of sale (POS) record keeping infrastructure.
- Cashiering at the markets, ringing customers up and collecting credit card, cash and cheque payments.
- Responsible for till management, POS reports and cash deposits.
- Ensures all POS system devices are properly used and stored.
- Ensures Sales staff follow Payment Card Industry best practices when working with payment cards.
- Assists with deliveries of produce to restaurants as required.
- Assists with field work as required, especially produce harvest and processing.
- Responsible for maintaining post-harvest processing supplies and inventory.
- Assists with post-harvest processing infrastructure maintenance and improvements.

EXERCISING JUDGMENT/IMPACT OF DECISIONS

The Sales Assistant is a representative of the CSFS and the Faculty of Land and Food Systems. This individual's approach and delivery of information in dealing with the general public and a variety of site users present at the UBC Farm site reflect on these units. Therefore, ensuring a high regard for professionalism, safety, and adherence to UBC policies is of considerable importance.

When dealing with equipment, the Sales Assistant will need to critically assess each operation before proceeding in order to ensure the safety of all individuals involved. When using high-powered equipment, poor judgment of the operating conditions and context can result in operator injury or death.

Day-to-day decisions regarding crop planting, care, and harvest have a considerable impact on crop quality and timing, which in turn impacts the financial viability and teaching quality of the farm.

SUPERVISION RECEIVED

Reports to and works under the supervision of the Sales Manager. Must show a significant degree of autonomy and be able to make day-to-day decisions independently, but will review major decisions with and defer high-impact decisions to the Sales Manager. Evaluation of the

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performance of major job responsibilities will include reviews of quality and effectiveness in achieving program objectives and financial viability, as well as adherence to the CSFS' mission and vision.

SUPERVISION GIVEN

Provides direction to 1-2 Work Learn student employees and to volunteers. This individual is responsible for prioritizing and delegating tasks to student employees that are appropriate to their skill level, and is responsible for reviewing their work and providing feedback and guidance as needed. The individual will oversee volunteers, and during these times, will be responsible for reviewing their work and providing any necessary feedback and/or guidance.

WORKING CONDITIONS

Work takes place both indoors and outdoors, in the field, processing area, walk-in coolers, farmers markets, and in the UBC Farm Centre office. The Sales Assistant is required to work in all weather conditions. Work in extreme weather conditions may be required. Shared indoor office space is provided at the UBC Farm, though the Sales Assistant will be required to communicate with other UBC Farm staff to avoid space conflicts. When special events or circumstances require, work will be performed after normal business hours.

MINIMUM QUALIFICATIONS AND SKILLS

Education and Experience:

- 2 years of post-secondary education.
- 2 seasons of relevant work experience selling produce at a farmers market or an on-farm produce stand.
- Other experience in the agricultural, food, retail, and/or customer service industries is an asset.
- Experience working within a large public-sector organization (i.e. a university or government organization) is an asset.

Skills:

- Excellent customer service and communication skills (both written and verbal); able to communicate with the general public with diplomacy and tact as a representative of the CSFS.
- Trustworthy, experience with money handling or cashiering is an asset.
- Good group leadership skills.
- Self-motivated, highly adaptable, able to identify and prioritize tasks with minimal supervision.
- Demonstrated ability to work quickly, efficiently and calmly in high-stress environments and for occasional long hours in any weather and bring tasks to completion under tight deadlines.

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- Excellent interpersonal skills; able to work independently and within a high-energy team environment.
- Strong organizational and computer skills (intermediate level Excel experience).
- Knowledge of local and organic agricultural practices and trends is an asset. Preference will be given to candidates who have some organic farming or gardening experience.
- Must be in good physical shape and must be able to lift and carry approximately 50 lbs.
- Valid Class 5 driver's license required; access to a cell phone is an asset.
- Market Safe and/or Food Safety, Level 1 training (or willingness to obtain it).

POSITION DETAILS

Start and End Dates: Early May 2018 (exact start date is negotiable) to November 30th, 2018, with the possibility of part-time hours through the winter.

Hours Worked: Full time (35 hours/week, Tuesdays through Saturdays) May through October. Part-time hours in November.

Starting Wage Range: \$16.61 - \$17.09 per hour (commensurate with experience)

HOW TO APPLY

- Email, as a **single PDF document**, a cover letter and a resume clearly detailing your experience and qualifications for this position to Natalie Yuen at natalie.yuen@ubc.ca
- Ensure your email subject line clearly refers to the **Sales Assistant** position.
- Ensure your name and the position title are included in the PDF file name.
- Applications must be received no later than **11:59 PM on Wednesday, April 18th, 2018.**
- Only applicants selected for interviews will be contacted. Please no phone calls or emails.

UBC hires on the basis of merit and is committed to employment equity. All qualified individuals are encouraged to apply. The CSFS will give priority to individuals who have demonstrated commitment through volunteer service or other engagement.

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