



# We're Hiring!

## Member and Customer Services Department Manager

We are seeking a positive, engaged member of our community to manage the co-op's Member and Customer Services Department & help us create and nourish a healthier environment, healthier people, and a healthier community!

Enjoy the rewards of cooperative career that serves your community and provides a 20% discount on healthy local, organic, and natural foods, medical, dental, and vision insurance, alternative commuting and fitness benefits, and Paid Time Off.

The Member and Customer Services Manager is similar to a Front End Manager with some additional duties related to co-op membership and reports to the Store Manager. The work includes ensuring customer service standards are upheld and hiring, training, and supervising a staff of 8-10 employees who operate a customer service desk and four checkout lanes.

*This is a full-time, non-exempt, minimum 40 hours per week position.*

Pay is negotiable and dependent upon experience, education, and the capacity and creativity to grow the department.

*Women, racial and ethnic minorities, LGBTQ+ persons, and/or persons age 40 and over are strongly encouraged to apply.*

### Qualifications:

- Available to work evenings and weekends.
- Good computer, typing, and technical writing skills. Working knowledge of Microsoft Excel and Word and Point of Sale systems.
- Outstanding customer service skills, including experience with diverse cultures and backgrounds.
- Familiarity with local, natural, and organic foods.
- Experience developing and maintaining policies, standard operating procedures, and systems.
- Proven ability to handle multiple demands, work under time pressures, and meet deadlines.

Stop by the Customer Service Desk for an application or find it, along with the job description and benefits of employment, on our website: [www.threeriversmarket.coop/employment](http://www.threeriversmarket.coop/employment)

*Ready to apply?* Submit a completed Three Rivers Market Job Application, résumé, and a brief cover letter to the *Customer Service Desk* inside the store

Serving East Tennessee for over 40 years, Three Rivers Market is not-for-profit, community-owned business committed to growing an alternative, local economy. We are guided by a set of values and principles that emphasize fair and honest business practices and concern for our community.

All employment at Three Rivers Market is based on individual merit, qualifications and competence of the applicant without regard to race, national origin, creed, age, religion, sex, gender identity, disability, sexual orientation, marital or veteran status. We offer meaningful work as well as career opportunities.