

**CORNELL COOPERATIVE EXTENSION ASSOCIATION OF JEFFERSON COUNTY
STAFF POSITION DESCRIPTION**

Current Incumbent, if any: Open Position

Date Written/Revised: 08/23/2018

CCE Classification Job Title: Association Program Coordinator I

Position #: TBD

Working Title (if different): Taste NY Market Assistant

FTE: 100%

Reason: New Position Revision

FLSA: Exempt Non-Exempt

REPORTING RELATIONSHIP(S):

Immediate Supervisor's Name and Classification Job Title: Michael Meyers, Association Community Liaison

Position(s) Supervised / Direct Reports (*The following positions report directly to this incumbent. Please use classification titles.*) This position does not have any direct reports.

Volunteer Supervision: Yes No (*Approximately 5*)

POSITION SUMMARY:

This position will serve as the Taste NY Assistant Market Manager for Cornell Cooperative Extension Association of Jefferson County and will work under the direction and supervision of the Nutrition & Health Issue Leader and the Taste NY Market Manager. The Jefferson County Taste NY Program promotes local agricultural products and agri-tourism and will help represent Cornell Cooperative Extension Association of Jefferson County to the public, NYS Department of Agriculture and Markets and Cornell University; a familiarity with local agriculture products and retail food sales will be demonstrated. Primary responsibilities include clerical/administrative support with day-to-day planning, coordination, routine management, guidance to market clerk staff, straightforward inventory management, purchasing, operation of cash register, basic cash controls, operation and maintenance of inventory and Point of Sale (POS) software, regular staff scheduling, transportation of inventory from warehouse to store, customer service, and general record keeping. This position will provide oversight to temporary staff and volunteers as needed.

REQUIRED QUALIFICATIONS:

Specify required minimum equivalency for education, experience, skills, information systems knowledge, etc.

- Associate Degree or Equivalent Education (GED/High School Diploma and one (1) year transferable program/functional experience).
- Experience relevant to the role of the position.
- Valid NYS Driver's License and the ability to meet travel requirements associated with this position.
- Must be able to drive personal or Association vehicle for pick-up and delivery of product (hand-cart or dolly may be used for transportation purposes – no heavy equipment use required).
- Must be able to lift 20-50 lbs. regularly.
- Ability to meet acceptable background check standards (DMV and criminal background checks).
- Ability to work flexible hours which may include evenings and/or weekends, as appropriate.
- Ability to complete basic math functions in a fast paced environment.
- Ability to communicate effectively through oral, written, and visual channels using traditional tools and methods.
- Detail-oriented.
- Ability to follow procedures and written instructions.
- Must demonstrate a high degree of integrity, sound professional judgment and the ability to handle confidential and sensitive information.

PREFERRED QUALIFICATIONS:

Specify preferred specialized education, field and/or certifications.

- Familiarity with electronic technology (e.g. video, audio, computers, etc.).
- Experience working in customer service and retail environments.

- Understanding of basic marketing and promotion.
- Proficiency with programs such as Microsoft Office (Excel) and Internet-based communications.
- Financial accounting and order tracking.
- Ability to work independently, make decisions, attend to details, and handle multiple tasks and work under pressure.
- Ability to manage staff, create and maintain schedules, manage inventory, purchase concession items, consumables and janitorial goods.

SUBJECT MATTER/BACKGROUND:

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|---|---|---|
| <input checked="" type="checkbox"/> Agriculture and Food Systems | <input type="checkbox"/> General Administration | <input type="checkbox"/> Farm |
| <input type="checkbox"/> Nutrition, Food Safety & Security and Obesity Prevention | <input type="checkbox"/> Information Technology | <input type="checkbox"/> Grant/Contract |
| <input type="checkbox"/> Environment and Natural Resources, Sustainable Energy and Climate Change | <input type="checkbox"/> Finance | <input type="checkbox"/> Communication |
| <input type="checkbox"/> Community and Economic Vitality | <input type="checkbox"/> Human Resources | <input type="checkbox"/> Other |
| <input type="checkbox"/> 4-H Youth Development and Children, Youth and Families | <input type="checkbox"/> Facility | |

RESPONSIBILITIES/ESSENTIAL FUNCTIONS: *(List the position’s assigned responsibilities and estimate percentage of annual time spent on each responsibility. Include only the essential functions that are fundamental and necessary to the position. If the section does not apply to this specific position, leave it blank. Estimate of percent will vary based on the needs and changing priorities of the position. Approximate percent of time will be annualized in 5% increments.)*

Program Responsibilities:

Program Delivery	10%
<ul style="list-style-type: none"> • Educate the public on local agriculture products. • Educate farmers/vendors in agricultural marketing practices (i.e. Retail Ready). • Utilizing existing resources, including guidance of Nutrition & Health Issue Leader and Market Manager, as it relates to program delivery. • Provide experiential learning opportunities to vendors on agri-marketing topics such as labeling, tracking sales and use of social media marketing. • Engage and interact with customers to educate them on the local food system, NY Agriculture and agricultural related issues. • Educate Taste NY Clerks on local and/or regional food and agricultural products. • Teach Taste NY Clerks about marketing practices and train them in the specifics of marketing local farms and food products in a Taste NY market setting. • Serve as a subject matter resource for Taste NY products. • Represent Cornell Cooperative Extension before the public, community leaders, government officials, Cornell or other land grant universities as part of program delivery. 	

Administrative Responsibilities:

Management	5%
<ul style="list-style-type: none"> • Assist Market Manager to provide guidance and oversight to clerk staff on facilities maintenance and housekeeping chores. • Give guidance and oversee completion of clerk staff entries into store logs and/or equipment journals. • Assist Market Manager when unavailable to interface with DOT (property owner) and 3rd party contractors according to established procedures. 	

Coordination/Operation	80%
<ul style="list-style-type: none"> • Assist Market Manager with regular staff scheduling. • Learn and work with inventory software and Point of Sale (POS) software. • Receive incoming deliveries and management logistics of off-site storage location, transport product to store from warehouse (driving is required). • Support Market Manager in inventory management; monthly shrink records and physical inventory. • Assist Market Manager in cash errands and off-site errands. 	

- Support Market Manager for the timely delivery of inventory invoices and purchase orders in preparation for accounting department.
- Following procedures, purchase concession items, consumables, and janitorial goods.
- Submit expense reports in a timely fashion for monthly reimbursement.
- Providing routine clerical and retail market service.
- Act in the capacity of cashier, stock clerk, utility clerk as necessary when short staffed.
- Provide routine support to Market Manager to analyze electronic problems with FishBowl and/or Sales Point or mechanical issues with refrigerators, freezers and/or other machinery at facility.
- Coordinate repairs on programs or machinery with appropriate vendors. Equipment includes but not limited to: multi-line phone, cash register, interactive display and video monitor.

Professional Improvement and Other Duties as Assigned	5%
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- In cooperation with Supervisor, jointly develop and pursue a professional development plan as a means to increase competencies relative to position accountabilities and to address changes in programming and association priorities.
- Collaborate in activities that are in general support of Cornell Cooperative Extension including but not limited to attendance at staff meetings, timely reporting of expenses, working with other staff, general marketing of Extension programs and other duties as assigned.

Health and Safety	Applied to all duties and functions.
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- Support the association to maintain a safe working environment.
- Be familiar and strive to follow any applicable federal, state, local regulations, association health and safety policy/procedure/requirement and standard.
- Act proactively to prevent accidents/injuries and communicate hazards to supervisors when identified.

EEO/EPO and Policy	Applied to all duties and functions.
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- Appreciate and embrace diversity in all interactions with clientele, staff, volunteers and the public.
- Assist the Cornell Cooperative Extension system in reaching out to diverse audiences.
- Aware of, and adheres to, established Cornell Cooperative Extension Association of Jefferson County policies and procedures and Skills for Success.
- Contribute to the overall success of the organization by performing all assigned duties in a professional, timely and accurate manner.

Equal Opportunity Employment

Cornell Cooperative Extension is an employer and educator recognized for valuing AA/EEO, Protected Veterans, and Individuals with Disabilities.

Reviewed and Approved by Extension Administration – 08-23-2018 - jas

For each factor below, choose the phrase that best fits the characteristics of this position:

SCOPE OF IMPACT OF THE POSITION:

Low - within program

INTERACTION WITHIN ASSOCIATION:

Provide guidance/coordinate activities/contribute to work groups

INTERACTION WITH VOLUNTEERS:

Provide general guidance

INTERACTION OUTSIDE ASSOCIATION:

Conduct straightforward business; provide information

COMPLEXITY OF SUPERVISION TO EMPLOYEES:

Moderate - Supervises, assigns and reviews work of others

COMPLEXITY OF WORK:

Low - Under the guidance of immediate supervisor, occasionally adapts procedures to resolve unusual cases; makes some decisions requiring consideration of criteria

LEVEL OF DECISION-MAKING ACTIVITY:

Low - Within program/functional area

SUPERVISION RECEIVED:

High - General supervision

SUPPORT SKILLS-WRITING

Low - Usually issues standard responses

SUPPORT SKILLS-COMPUTER

Moderate - Uses a variety of basic and advanced business/technical programs/applications to perform responsibilities involving data management and analysis

WORKING CONDITIONS:

ESSENTIAL PHYSICAL

REQUIREMENTS*:

Typically lifts 20 to 50 lbs

VISUAL:

Normal concentration

HAZARDS:

Limited exposure

* Check applicable level after considering reasonable accommodations

OPTIONAL:

SIGNATURES

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

ASSOCIATION EXECUTIVE DIRECTOR SIGNATURE

DATE



Skills for Success

(The following skills are essential for individual and organizational success.)

Skills	Examples of Demonstrated Behavior
Health and Safety	<ul style="list-style-type: none">Support the association to maintain a safe working environment.Be familiar and strive to follow any applicable federal, state, local regulations, association health and safety policies, procedures, requirements or standards.Act proactively to prevent accidents/injuries and communicate hazards to supervisors when identified.
Job Skills	<ul style="list-style-type: none">Demonstrates competence in tools, equipment, software and technologies to effectively complete assignments and job tasks.Maintains professional certifications, licensing and education in functional expertise and effectively applies knowledge.Understands, interprets and applies regulations, policies and contracts to deliver effective results.Uses good judgment, information and observations to evaluate and recommend actions to support decisions and deliverables.
Inclusiveness	<ul style="list-style-type: none">Demonstrates the ability to communicate across difference to create a collaborative, collegial, and caring community.Increases cooperation, honesty, openness and a welcoming environment for all and speaks up when others are being excluded or treated inappropriately.Supports/increases participation of key and diverse employees in career/professional development opportunities and in campus/community involvement.Actively supports work/life integration in the workplace.Recruits, hires and engages high performing diverse employees.
Adaptability	<ul style="list-style-type: none">Anticipates and adapts to changing priorities and additional demands.Is flexible, open and receptive to new information, ideas and approaches which enhance Cornell's capacity to thrive in the future.Embraces, promotes and implements change.Modifies one's preferred way of doing things when it benefits the whole focusing on long-term vision rather than short-term gains.
Self-Development	<ul style="list-style-type: none">Is self-aware; seeks and acts upon performance feedback.Seeks and acts on opportunities for development; takes measures to ensure personal well-being and balance.Works to continuously learn and improve.Applies learning to evolving assignments.
Communication	<ul style="list-style-type: none">Expresses thoughts clearly, both orally and in writing.Demonstrates effective listening skills; seeks to understand and be understood.Asks questions and shares knowledge and information to help others clearly understand processes and desired results.Gives, receives and acts upon helpful and timely feedback.
Teamwork	<ul style="list-style-type: none">Shows respect, compassion and empathy for others, even in difficult situations, building an environment of trust.Works effectively and cooperatively with others, willingly admitting mistakes and offering apologies.Acknowledges the support and contributions of others, involving them as appropriate when outcomes will impact their work.Has a positive attitude and understands how behaviors impact others.
Service-Minded	<ul style="list-style-type: none">Is diplomatic, courteous and welcoming, striving to satisfy external and internal customers.Supports ideas, solutions and changes to processes to ensure high quality outcomes.Reaches out in a timely and responsive manner to resolve problems and conflicts.Negotiates well, finding and orchestrating win-win solutions.
Stewardship	<ul style="list-style-type: none">Strives to develop and implement best practices; encourages others to adopt a culture of sustainability and efficiency.Demonstrates high standards of personal conduct and owns the consequences of one's own actions.Exercises sound and ethical judgment no matter how difficult or contrary; considers environmental, economic, compliance and social impacts in decision-making.Shows commitment to unit and Association goals and delivers results.
Innovation	<ul style="list-style-type: none">Looks for advancements in products, processes, services, technologies or ideas.Identifies opportunities in challenges and shows initiative to make changes.Demonstrates innovative, creative and informed risk taking.Shows foresight and imagination to see possibilities, opportunities and trends.