

**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 Temporary Program – PAI Level

**Position #:**

**Working Title (if different):** Taste NY Market Store Clerk

**FTE:** 40%; 16 hrs/wk

**Reason:**  New Position  Revision

**FLSA:**  Exempt  Non-Exempt

**REPORTING RELATIONSHIP(S):**

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

**Position(s) Supervised / Direct Reports** *(The following positions report directly to this incumbent. Please use classification titles.)* This position has no supervisory responsibilities/direct reports.

**Volunteer Oversight:**  No  Yes *(If the answer is Yes, please indicate number of volunteers supervised.)*

**POSITION SUMMARY:**

This position will serve as the Taste NY Market Store Clerk and will work under the direction and supervision of the Taste NY Market Manager and Taste NY Assistant Market Manager. Primary responsibilities include assisting with management of inventory, operation of cash register, cash controls, transportation of inventory to the store, customer service, food service and record keeping. On a daily basis the store clerk will inspect the store for cleanliness, organization and refill supplies as needed. The clerk is expected to discuss Jefferson County agriculture and local foods with customers to engage them in these areas and to provide information upon request about the food and farm products sold in the store.

**REQUIRED QUALIFICATIONS:**

- High School Diploma or equivalent education.
- Ability to complete basic math in a fast paced environment.
- Ability to work with the public.
- Attention to detail.
- Ability to operate or learn to operate a cash register.
- Must be able to drive personal or Association vehicle for pick-up and delivery of product from the warehouse to the Taste NY Market (hand cart may be used for transportation purposes).
- Ability to use or learn to use Microsoft Word and Excel.
- Valid NYS Driver's License and the ability to meet travel requirements associated with this position.
- 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.

**PREFERRED QUALIFICATIONS:**

- One (1) year retail sales experience.
- Experience working in customer service and retail environments.
- Understanding of basic marketing.
- Ability to handle multiple tasks.
- Proficiency with internet based communications.
- Knowledge of the organization, operation, philosophy and objectives of Cooperative Extension.
- Knowledge of agriculture and agricultural practices.

**SUBJECT MATTER/BACKGROUND:**

- |   |  |   |
|---|--|---|
| <input checked="" type="checkbox"/> Agriculture and Food Systems                                  | <input checked="" 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                          |   |

*Reviewed by SBN HR Team – 08/23/2018 - tls*

**RESPONSIBILITIES/ESSENTIAL FUNCTIONS:**

**Administrative Responsibilities:**

<b>Coordination/Operation</b>	<b>95%</b>
-------------------------------	------------

- Customer service – greets, assists and serves the needs of store customers.
- Store inspection, organization and recordkeeping. Must assist in maintaining a clean facility.
- Cash Controls – follow all procedures for proper management and handling of cash.
- Replenishment of store supplies and inventory. Track product inventory.
- Receive and log scheduled deliveries.
- Assist with promotion of agri-tourism in Jefferson County.
- Describe the local farms, produce, food and products displayed.
- Maintain equipment, troubleshoot if necessary and call for repair as directed.

<b>Professional Improvement</b>	<b>5%</b>
---------------------------------	-----------

- 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 and Association priorities.
- Collaborate in activities that are in general support of Cornell Cooperative Extension and perform other duties as assigned.

<b>Health and Safety</b>	Applies to all duties and functions
--------------------------	-------------------------------------

- Support the Association to maintain a safe working environment.
- Be familiar with 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.

<b>EEO/EPO and Policy</b>	Applies to all duties and functions
---------------------------	-------------------------------------

- 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, procedures and Cornell Cooperative Extension 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.*

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

**SCOPE OF IMPACT OF THE POSITION:**

Limited - immediate group/program

**INTERACTION WITHIN ASSOCIATION:**

Receive/provide information

**INTERACTION WITH VOLUNTEERS:**

None to limited

**INTERACTION OUTSIDE ASSOCIATION:**

Conduct straightforward business; provide information

**COMPLEXITY OF SUPERVISION TO EMPLOYEES:**

None - No responsibility for others

**COMPLEXITY OF WORK:**

Limited - Predominantly follows established procedures, policy; makes routine decisions within prescribed limits

**LEVEL OF DECISION-MAKING ACTIVITY:**

Limited

**SUPERVISION RECEIVED:**

Substantial - Detailed instructions or guided by standard policy/procedures

**SUPPORT SKILLS-WRITING**

Limited writing required

**SUPPORT SKILLS-COMPUTER**

Low - Uses basic business/technical programs/applications to perform responsibilities

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