



JBF North Bay Retail Operations Coordinator

Just Between Friends is a feel-good FUN resale pop up providing the North Bay with memorable shopping, selling and community experiences! Each Staff Member is an important part of creating a welcoming, positive, supportive, and encouraging environment where families use their resources wisely to provide well for their children.

The Retail Operations Coordinator is a fun, interactive position that combines customer service, organization and problem solving. Flexibility is key, as the Retail Operations Coordinator will be trained across multiple JBF platforms in order to succeed in any of a number of important areas as needed. This may include:

- Setting up signage and displays
- Unloading/Loading tables and racking (assigned crew only)
- Merchandising and organizing
- Packaging and “selling-related” supplies and materials
- Quality assurance
- Product information, safety and recalls
- Customer care and service
- Greeting, direction and wayfinding
- Point of sale registers and payment processing
- Technology platforms (including internal and/or common use)

Skills and Qualifications

- Past participation in the Just Between Friends sales event desired (but not mandatory)
- Previous experience in retail sales desired (but not mandatory)
- High school diploma, GED, or equivalent
- Excellent interpersonal and communication skills
- Customer service skills, preferably in a retail or resale environment
- Care about families in our community and desire to help them provide well for their kids
- Flexibility, big-picture thinking, and problem solving
- If working Set Up and Tear Down shifts, able to lift heavy and awkward items

Expectations

Our goal is to leave each and every sale participant with a positive experience, whether they are taking part as a seller, buyer, vendor or staff member. As Retail Operations Coordinator, you will greet customers enthusiastically and determine their needs. You will see their need through, or find another associate who may have a more direct understanding of their specific need. You will be honest, courteous, reliable and committed for the duration of your scheduled shifts. Please reserve personal cell phone use for emergencies and/or breaks.

Physical Requirements

All JBF Staff, including the Retail Operations Coordinator, will be walking and standing for most of the duties listed above. If a task is needed that requires sitting down, please ask. Some tasks may require lifting items that weigh over 15 lbs. Manager help is always available and the Retail Operations Coordinator should not attempt to lift anything beyond their capabilities. Set Up and Tear Down staff will require heavy lifting (up to 50lbs).

Must observe and follow all current health and safety protocols set forth by the CDC, State of California, Sonoma County, and/or Just Between Friends, North Bay Sale for indoor retail operations.