ABOUT LA COCINA | La Cocina (“The Kitchen”) is an award-winning San Francisco-based nonprofit with a shared use commercial kitchen and business incubator. The mission of La Cocina is to cultivate low-income food entrepreneurs as they formalize and grow their businesses. We provide (1) a fully approved and equipped commercial kitchen they can use for the development and ongoing preparation of their business; (2) professional food industry technical assistance designed to improve their business operations, market penetration, profit, economic scale and sustainability; (3) access to new markets and (4) access to capital. You can learn more about the organization at www.lacocinasf.org.

MUNICIPAL MARKETPLACE | La Cocina Municipal Marketplace, a project of La Cocina and the country’s first women-led food hall, is located in the heart of San Francisco's Tenderloin neighborhood, The La Cocina Municipal Marketplace is a 7,000 sq.-ft food hall located at 101 Hyde Street in the Tenderloin. The Municipal Marketplace is home to seven fast-casual restaurants operated by La Cocina incubator businesses, La Paloma Bar, and Fluid Coffee Co-op. In addition to providing economic opportunity for La Cocina participants, it provides jobs, affordable and delicious food, community programming, and a welcoming space for Tenderloin residents. The engine of the Marketplace will be a commissary kitchen for seven vendors with extra capacity to be offered to other La Cocina participants and budding entrepreneurs from the Tenderloin neighborhood. You can learn more about the organization at www.lacunicamarketplace.com.

VISION + VALUES | La Cocina was born out of a belief that a community of talented natural entrepreneurs, given the right resources, can create self-sufficient businesses that benefit themselves, their families, their community, and the whole city. The food that has come out of our kitchen since 2005 reflects that aspiration and, quite simply, tastes amazing. Our vision is that entrepreneurs gain financial security by doing what they love to do, creating an innovative, vibrant and inclusive economic landscape.

At La Cocina, everything we do is done with hospitality, for our community, and in the service of opportunity and inclusivity. These are our values.

La Cocina is an Equal Opportunity Employer, committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion or any other classification protected by law.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Retail Coordinator</th>
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<tbody>
<tr>
<td>Organization</td>
<td>La Cocina</td>
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<tr>
<td>Location</td>
<td>Across all La Cocina locations</td>
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<tr>
<td>Position Type</td>
<td>Part-Time (20 -25 hours per week), occasional nights and weekends, increased hours (up to 40/wk) between mid-November and mid-January</td>
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<tr>
<td>Rate of Pay</td>
<td>$20 - $22 per hour</td>
</tr>
<tr>
<td>Benefits</td>
<td>Pre-tax commuter benefit; 401k with a 3% employer contribution</td>
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Retail Coordinator  
Job Description

Team | Enterprise  
Number of Positions Type | 1  
Reports to | Retail & Catering Manager

Job Description | 
The Retail Coordinator is responsible for managing the day to day retail operations at La Cocina. Currently this is mainly focused on the sales, creation, and delivery of gift boxes. This position requires a high level of hospitality and organization. All staff of La Cocina should be able to reflect the brand’s values to our customer base and community.

The position is part-time, hourly, non-exempt; schedule is dependent on the season but should be expected to include night and weekend requirements, particularly seasonally (over the winter holidays). Currently the majority of retail sales are driven by gift boxes. Each day will be a little different, depending on the needs of the team. The Retail Coordinator should take pride and ownership in knowing that they are an integral part of shaping the next frontier of food and beverage retail, and supports our vision of women and immigrant-owned business that promotes a more equitable food landscape.

RETAIL RESPONSIBILITIES

General
- Maintain a high volume business that is transaction and operations focused
- Ensure presentation of all products are reflective of the La Cocina brand
- Learn about La Cocina entrepreneurs and their products in order to communicate to the customer
- Identify and communicate product concerns and inventory insights
- Fulfill shipments are properly processed in a timely manner
- Build and maintain good communication with members of the team and clients
- Other tasks as necessary to support the ever changing food & beverage retail landscape
- Support with other duties assigned by manager for La Cocina revenue generating programs
- Represent, sell and set up La Cocina’s brand and retail programs in Farmer’s Market, Events, Pop-ups and La Cocina’s Marketplace as assigned by manager

Packaged Gift Box Execution
- Execute on gift box order management involving delivering a high level of buyer customer service and fulfillment, shipping and logistics, with the support of Retail Manager and seasonal gift box support staff
- Communicate ordering needs from entrepreneurs and suppliers to Retail Manager; receive deliveries; collect invoices and submit them to manager
- Prepare products including taping and folding boxes, printing and preparing inserts and shipping labels with efficiency and attention to detail
- Assemble multiple sizes of gift boxes, creating an excellent customer experience from the ground up and keeping the fulfillment area organized and clean
- Proactively look for other tasks as necessary to help our operations run as smoothly as possible and identify ways to improve fulfillment procedures
- Support with overseeing volunteers assisting with gift box building
Retail Coordinator
Job Description

Customer Service
● Provide the highest level of customer service to all retail clients including people who stop by, people who place online orders, and corporate customers.
● Provide the highest level of customer service to all La Cocina business owners who sell products into the retail team - communicating expectations clearly and with sensitivity to language and cultural barriers. Should always be looking for ways to support La Cocina’s entrepreneurs.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES |
● 2-4 Years of Retail Sales or customer service experience
● Proven track record of exceeding sales goals as a team
● Demonstrated ability to bring a brand to life
● Strong verbal and written communication skills
● Excellent organization skills with the ability to multitask and prioritize effectively
● Strong business acumen skills
● Excellent attention to detail and needs of the business
● Excellent relationship building skills
● Punctuality, reliability and excellent time management skills
● The willingness to embraces and learn from challenges
● Comfort using current technology including knowledge of Word, Excel, Google Suite, Shopify & Square (point of sales system)
● Enthusiastic, friendly and energetic with a genuine desire to provide outstanding service
● Willingness to work a flexible schedule to meet the needs of the business

OPTIMUM SKILL SET |
● Multi-lingual (Spanish), preferred
● Love of good food
● Desire to collaborate in a multicultural and diverse community
● Can-do attitude

PHYSICAL DEMANDS |
This position involves constant moving, talking, hearing, reaching, grabbing, and standing for at least 6 consecutive hours. May occasionally involve stooping, kneeling, crouching, and climbing ladders. Must be able to lift and move objects weighing up to 50 pounds. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus. The noise level in the work environment can be loud. Depending on location and time of year, extreme high and low temperatures within the building will be experienced. Personal protective equipment may be required to be worn for specific duties.