



Job Description: Farmers Market Seattle Area Sales Representative

A Hierophant Meadery LLC Farmers Market Sales Representative must be a friendly, energetic person who enjoys people and finds helping others rewarding and challenging. Team members must have enthusiasm for sharing information about our brand and products, and encourage bottle sales; demonstrating an ability to engage customers, sample and educate on products, and close the sales transaction. Reps are responsible for Farmers Market duty from set up; sales; to load up, working unsupervised and independently, as well as in assistance to the Farmer's Market Manager. Representatives periodically deliver wholesale orders to businesses, and demos at retailers and events. Sales Representative is required to perform the duties of their position in compliance with Washington State Liquor Laws.

Knowledge, Skills & Abilities

To perform the job successfully, an individual must demonstrate:

- High Energy and friendly demeanor.
- Requires Quality Customer Care and Service - Responds promptly to customer needs; Responds to requests for service and assistance.
- Organizational Support - Follows policies and procedures; Supports organization's goals and values.
- Attention to Detail
- Planning/Organizing - Uses time efficiently.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Completes tasks on time or notifies appropriate person with an alternate plan; Is consistently at work and on time.
- Initiative – Self Starter and asks for and offers help when needed.
- Language Skills- Ability to effectively communicate with customers in order to maintain high standards of customer service; Ability to read and comprehend instructions, short correspondence, and memos. Must maintain politeness, effective communication, and the utmost professionalism at all times.
- Experience in Customer Relations and Retail Sales a must
- Must have reliable transportation to and from the work assignment for farmers markets and deliveries to retail accounts.
- Ability to load and unload equipment, tools and inventory to set up the Hierophant Meadery sales booth. Must pick up and drop off product & supplies at warehouse for all markets worked.
- Greets customers in a friendly and cordial manner. Invite customers to sample product (when sampling is allowed). Respond to all customer requests politely and promptly – and help educate the customer on the products and vision of Hierophant Meadery.
- Refers customers to our online sales sites and retail locations.
- Works as a team to support the sales manager.
Accountable for sales transactions.
- Accountable for cash made available for sales transactions.
- Reports all incidents that require action, are a cause for concern or may be of possible conflict of interest to Management.
- Provides MAST permit as requested and follows all policies and procedures of the respective Farmers Market.
- Periodically delivers wholesale orders to businesses, and demos at retailers and events.

- **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job the employee is regularly required to: Stand; walk; reach with hands, arms; talk and engage

Required to balance, climb, stoop, kneel, crouch.

Must regularly lift and /or move up to 36 pounds routinely at markets; may be asked to help unload and load pallet shipments of up to 50 cases at times; may be asked to lift or transport kegs that are 1/6 BBL or 1/2 BBL (assisted) in size to retail accounts, though most retail accounts will be delivered bottles.

Farmers Market Sales Representative is frequently exposed to warm, cold, wet and/or humid climates, and must dress accordingly.

Items Requiring Special Attention

Farmer's Market Sales Assistant must complete Mandatory Alcohol Service Training (MAST Permit) within 20 days of employment, and is responsible for performing their duties in compliance with Washington Liquor Law. MAST permit training is \$21, and takes about 4-4.5 hours to complete. Hierophant Meadery will reimburse for the \$21 fee. Your MAST permit will be good for 5 years, and can be used at any liquor establishment.

Device Use for Point Of Sale: Staff will be using a company device for Point of Sale, and will be accountable for making sure that the device and card reader are charged and ready for markets. No personal use is permitted.

Vehicle & Storage of supplies: Sales Representative must be able to transport all supplies needed for markets with their personal vehicle. Inventorying & transport of supplies such as tent, folding table, signage, supplies & POS to and from facility is required. The position requires that supplies and stock are to be picked up from from storage for markets. Non-alcohol supplies and equipment may be stored securely at your home if it is most convenient.

Ethics: Hierophant Meadery has a strong ethics policy. We expect the highest professional conduct at all times. Unprofessional conduct and violation of our ethics policies can be cause for immediate termination.

Reports to

Sales Management Team:

Natasha Connaughton, Alec Estes, & Michelle Scandalis

Hours

____PART TIME ____FULL TIME

Shift times are generally 60-90 min before market start time for loading and set up until 60 min after market close for break down.

Ideally this position staffs a minimum of 2 markets per week unless approved by management.

Pike Place Market Scheduling: Pike scheduling is called in on a weekly basis. You are welcome to pick up any extra days at Pike anytime you like, with weekend days being most favorable. Be sure to communicate any additions or changes to the schedule to Michelle ahead of time.

All other market schedules are fixed for the season, and cannot be altered on a weekly basis.

Compensation

Hourly, Base + Tips and Commission:

Average total pay for this position for peak season is \$27.38 per hour. High end \$29.98, low end \$24.53. These are peak season samples.

Off season markets average \$24.64 per hour. High end \$28.30, low end \$23. (Samples taken from Dec 2020, Jan 2021, Feb 2021).

Hourly base rate: \$19

Tips: Average 5-10% of sales (sales ranges \$400-1400)

Commission: A 5% Commission on total daily sales will be added to compensation for year round employees.

Insurance Benefits

Health insurance is available for full time year round employees (30+ hours per week). Employee elective Dental & Life insurance plans available for all year round employees.

Paid Time Off (Year Round Employees)

After 6 months of employment, Employees are eligible for PTO. Paid time off is offered at the advanced request in writing to management, paid at your base rate. PTO is non-accruing, and does not carry over into the next calendar year. PTO is awarded based on average weekly hours worked as follows:

____14-20 hours per week = 20 hours of PTO/year at base rate

____ 21-40 hours per week = 40 hours of PTO/year at your base rate

Uses for PTO include vacation time or planned medical leave requested at least 2 weeks in advance in writing, or in emergency circumstances such as missed work from illness (with manager approval). To best support other team members and the health of the company, PTO may not be used on days called out, and outside of extenuating circumstances approved by management, must be planned ahead.

Discounts and Mark outs

30% off product. 4 bottle/product mark outs per month (must be items produced by Hierophant Meadery). Please ring in all markets under the point of sale (Comp type: "Employee Mark out.")

No friends and family discount is available. Employee agrees that reselling alcohol obtained in any way is a federal offense.

Rest & Meal Breaks

This position is unique, in that you as the employee are often working independently. Employees are asked to self regulate breaks to work within Washington state labor law.

Here's our policy for employees taking breaks:

All breaks are paid for solo workers, as you are required to remain at the site for your rest periods, including a paid 30-minute meal break if your shift is over 5 hours (no need to clock out). A paid meal break for a five hour shift is 20 minutes.

Do what you can to take advantage of down times to take your breaks. You are in charge of your breaks.

If you are working with another person, please give each other breaks, and clock out for lunch.

Here's some more information on WA laws for breaks. <http://www.lni.wa.gov/WorkplaceRights/Wages/HoursBreaks/Breaks/default.asp>

Notice of Termination of Employment

Hierophant Meadery LLC requests a minimum 2- week notice should representative wish to terminate their position.

Confidentiality & Non-disclosure Agreement

Employee agrees to sign a Confidentiality & Non-disclosure agreement.

Acknowledgement & Acceptance of terms

By signing below, I acknowledge the terms and expectations, and am able to fulfill the duties presented.

Signature: _____

Print name: _____

Date: _____

02/23/2-24 by Michelle Scandalis, Hierophant Meadery LLC