

## POSITION DESCRIPTION:

### OPERATIONS FLOOR COORDINATOR



#### Cleveland Public Market Corporation

Under the direction of a committed Board of Directors, nonprofit Cleveland Public Market Corporation (“CPMC”) is striving to make West Side Market the nation’s premier public market by meeting the evolving needs of merchants, customers, and the community. CPMC’s mission is to preserve the city’s public market tradition while making the local food system more accessible, equitable, and diverse.

#### Operations Floor Coordinator

The Operations Floor Coordinator, who reports to the Director of Operations and Facilities, plays a crucial role in ensuring that the market is running efficiently. This individual is responsible for creating a positive market environment, building strong relationships with merchants, and ensuring a clean and safe working and shopping environment for individuals visiting and working at West Side Market.

The Operations Floor Coordinator will help implement West Side Market’s masterplan and fulfill CPMC’s mission to make West Side Market the nation’s premier public market by meeting the evolving needs of merchants, customers, and the community.

#### *Major Duties and Responsibilities*

As part of a growing organization, all staff members are expected to exhibit flexibility and willingness to address issues as they arise, helping to ensure that West Side Market has the management capacity needed to drive success. The following list anticipates the major duties and responsibilities for this position:

- Develop and nurture positive relationships with Market merchants and the merchants’ association.
- Maintain a visible presence with merchants to relay and discern opportunities for CPMC’s involvement and support.
- Enforce leases, including oral and written communication to merchants who have lease infractions, and the imposition of fines and potentially notices of default for failure to comply.
- Contribute to a safe environment by patrolling market grounds to prevent and remove safety hazards, deter unwanted behaviors, and de-escalate potential conflicts.

- Monitor and enforce the access, traffic flow and safety on the dock including vehicle loading activities, temporary storage, and elevator use.
- Work with the team to ensure the grounds are well maintained by performing duties such as clearing snow, picking up litter and debris, moving and stacking pallets, cleaning up spills, and other tasks that ensure a safe, clean and attractive environment.
- Serve as a friendly, welcoming face at the Market. Provide information and assistance to visitors and volunteers in a warm and courteous manner.
- Work with the entire CPMC team to support other Market needs or special projects as requested.

### ***Compensation***

The Operations Floor Coordinator is expected to earn a salary in the \$45,000 to \$50,000 range. Compensation will be commensurate with the candidate's experience and knowledge. In addition, the candidate will receive CPMC's standard benefits for full time employees, including medical, dental, retirement, paid holidays, and other paid time off.

### ***Location***

The position is located at CPMC's offices in West Side Market, 1979 W. 25th Street, Cleveland, OH 44113. This is an in-person role. The candidate is expected to support programs and activities within the Market that require advance preparation of spaces within the facility or day-of set up.

Candidates must be consistently available and willing to work in-person on weekends. The position requires regular in-person work on Saturday and/or Sunday at West Side Market. Staff will be expected to work together to achieve fair scheduling that balances employee needs with the Market's needs to be staffed on weekends to provide excellent support to vendors and customers.

### ***Reporting Relationships***

The Operations Floor Coordinator reports to the Director of Operations and Facilities and works closely with the Operations & Facilities team to ensure the success of the Market.

### **The Candidate**

#### ***Education***

A high school diploma or equivalent degree is required. Lived, learned, and previous relevant experience will be given equal consideration.

#### ***Professional Qualifications***

- Customer service, hospitality and custodial experience preferred.
- Willing to work non-traditional hours, including evenings and weekends.

- Ability to perform physical labor in various weather conditions.
- Ability to communicate electronically and comfortable learning computer based applications.
- Experience working and thriving in a diverse urban community.
- Physical capacity to move throughout the Market and lift items up to 50 pounds.

### ***Essential Relevant Skills***

- **Organized:** Able to manage multiple high-priority tasks simultaneously.
- **Problem Solver:** Demonstrates excellent mediation skills and decision-making abilities; seeks to understand the “why” and the “how”. Solutions oriented.
- **Self-Starter:** Proactively sets goals and develops strategies and schedules for meeting those goals; self-motivating even in the face of challenge.
- **Mission driven:** Authentically able to embrace CPMC’s mission, vision, and values.
- **Collaborative:** Demonstrates ability to collaborate with community partners, funders, coworkers, small businesses, and a board or oversight committee.
- **Inclusive:** Commitment to creating a diverse and inclusive work environment; demonstrated ability to relate to and work effectively with persons of diverse racial, ethnic, gender, sexual preference or orientation, religious and socioeconomic backgrounds.
- **Interpersonal Skills:** Demonstrates skill in the development and maintenance of effective working relationships with all levels of executive and managerial personnel, merchants, various governmental agencies, and other key stakeholders.
- **Emotional intelligence:** Copes well with conflict, stress, and crisis situations; uses and manages own emotions in positive ways to drive for success.
- **Integrity:** Possesses the highest ethical and moral standards.

CPMC firmly supports the principle and philosophy of equal opportunity for all individuals, regardless of race, religion, sex, age, national origin, or disability.