



WORKING MEMBER-OWNER POLICIES AND PROCEDURES

Good Earth Market relies upon the support and engagement of working member-owners in fulfilling its mission statement to integrate local, sustainable food systems, cooperative values, and environmental stewardship in a lively community marketplace!

APPLICATION

All working members must be **member-owners** and complete application. Upon completing application, working member-owners will be contacted to determine suitable positions.

Please keep “Policies and Procedures” for your records, and return application to a cashier.

DISCOUNTS

Terms/Period Discounts are based upon the number of hours worked. To receive credit for time worked, Working Member-Owners are required to record hours in the Working Member Hours binder at Customer Service, along with name, member number, and phone number. Discounts are effective from the **5th** of the month following the one worked through the **5th** of the next month.

Discount Earned	Number of Hours Worked
5%	3
10%	6
15%	9

Maximum Discount is 15%, but may be combined with member discount (5%) and/or senior citizens discount (5%) to receive a maximum of 25%.

Use of Hours is flexible. Hours may be accumulated or deferred. Unless requested otherwise, hours not used one period are carried to the next.

Inactive Working Members Working Member-Owners are considered inactive after not having worked for six consecutive months, at which time the Co-op removes you (and any of your carryover hours) from the Working Member-Owner records. If you wish to become a Working Member-Owner again, you may be required to reapply and retrain before resuming any duties.

WHAT TO EXPECT FROM YOUR CO-OP

- To be offered suitable work, considering your preferences, experience, abilities and temperament, subject to the Co-ops needs
- To be provided with adequate training for the work you are to do
- To be given a discount in accordance with the dates and hours you work
- To be treated as a team member, not “free help”
- To respond to your questions in a timely fashion

EXPECTATIONS OF WORKING MEMBER-OWNERS

- To provide excellent customer service and be a member of the team – a cooperative organization depends upon people helping people
- To present a positive, helpful attitude to customers
- To be accepted for a position by the WM Coordinator
- To complete orientation and training
- To ask questions when in doubt (to avoid errors and misinformation)
- To be on time for scheduled shifts or call at least 24 hours ahead if not available for shift
- To present a neat and clean appearance and to wear a name badge, closed-toe shoes and the department’s required attire (such as an apron or hat)
- To leave your work areas clean and ready for the next worker
- To work safely and carefully and ask for help whenever needed
- To take direction from any and all Co-op staff
- To record hours accurately and in a timely fashion
- To inform a staff person of any problems you encounter while working, personal or work-related (including equipment failures)
- To keep track of any hours you wish to reserve for future use if you discontinue working for six consecutive months or more

For applications and additional information, please contact

Carol Van Tuinen, Working Member Coordinator
gemworkingmemberprogram@gmail.com, (406) 670-6396

or

Alicia Reyer, Marketing Manager, 259-2622.