

MEMBERSHIP

Votes for Board and Votes in other Co-op Elections

GOVERNMENT

Makes laws about businesses (Legal incorporation, Business practices, Taxes, etc.)

BOARD OF DIRECTORS

The Board is responsible (legally) for the Co-op following applicable laws and business practices, and to the membership who elected them. They determine the “big picture” for the Co-op and oversee hiring, firing, and the budget.

STAFF COLLECTIVE

The staff are responsible for the operations of the stores, including carrying out the decisions of the Board and bringing proposals to the Board about bigger changes. The staff also manage our volunteer program.

Store Departments



Departments make decisions about what products we sell, how we store and sell their products, and other decisions about their specific area of the store. Each staff member is a member of 1-2 departments. Some staff members are managers of a department, which means they are directly responsible for choosing and ordering the products. Managers receive feedback from members on products that we carry, fill special orders, and take suggestions for new products. Depending on the size of the department, it can have 2-15 members. These groups meet once per month.

Front End/Member Services (aka FE/MS) is different from the other departments in that this group does not deal with products. Instead, the Front End Department consists of staff who work as cashiers, customer service, and Front End Coordinators. They make decisions about cashiering and other customer service policies.

Board-Chartered Committees

Each Board-chartered Committee include Board members, staff members and Members-at-large. They usually meet 1-2 times per month and oversee big-picture projects and policies that affect the stores and the membership. They are often formed to focus on a specific part of our mission statement or bylaws.

MEMBER RELATIONS

Helps increase communication with the membership, and can also troubleshoot member complaints and hear appeals.

Gets news of the Co-op out to our community by tabling at events, membership meetings, advertising, and most recently, creating the new logo.

FINANCE

Meets with the staff Finance CAT to oversee the Co-op's finances, including approving the budget and capital plans, as specified by the bylaws.

EXPANSION

Coordinating our expansion plans.

LOCAL FARMS, FOODS & PRODUCTS

Works to improve relationships with local farmers and to increase food security and buying local in our community.

STANDARD HIRING

Works with the staff hiring team to oversee the hiring process, as specified by the bylaws.

AD HOC COMMITTEES AND TEMPORARY TASK FORCES

The board authorizes temporary sub-groups as needed. Ask us about current temporary committees and taskforces.

CO-OP DEVELOPMENT COMMITTEE

Works to support the development of new cooperatives and to educate the community about the cooperative business model.

ECO-PLANNING (currently inactive)

Works to make the stores more eco-friendly in support of our mission statement.

PERSONNEL

Oversees personnel policies for staff as well as the accountability process.

STAFF COMMITTEES

(also called *CATs* or *Coordinated Action Teams*)

Staff members with jobs that might be considered management or personnel at another type of store work together in small groups at the Co-op to do work that isn't specific to one department, but that affect all staff. These groups each have 3-6 members and meet every other week.

BIG PICTURE CAT

Coordinates big projects like changing our accountability systems, reorganizing staff, structure etc. They also facilitate interactions between departments and CATs.

LABOR SYSTEMS CAT

Oversees our scheduling agreements, timesheets, the labor portion of our yearly budget, and biweekly store staffing schedules.

OUTREACH

Manages the Co-op's marketing and education programs, including classes, advertising, social media, event planning, at community events.

FINANCE CAT

Keeps track of the overall store finance picture, help departments set and meet financial goals, and proposes our yearly budget.

TRAINING CAT

Manages our new staff training, on-going staff training, and our conference attendance budget.

WORKING MEMBER CAT

Manages overall working member systems, working member appreciation events, and troubleshoots problems between working members and staff or customers.

MERCHANDISING CAT

Works on interior store and product appearance, helps departments with merchandizing plans, and helps implement our product guidelines and boycott policies.

FACILITIES CAT

Coordinates capital plans projects (i.e. big, expensive ones) and resolves immediate emergencies (power outages, weather, etc.)

ANTI-

OPPRESSION CAT

Provides training, resources and support to staff Board and working members about the anti-oppression framework as it relates to the Co-op mission and values.

EVALUATION CAT

Performs yearly evaluations of each staff person's work, as well as emergency evaluation processes and contracts in support of our accountability agreements.

ASSESSMENT & INQUIRY TEAM

The central part of the collective's accountability systems. They direct conflicts to the appropriate venue for resolution and evaluation.

CONFLICT RESOLUTION

Members are trained in mediation and available to staff for assistance in working through conflicts.

Communication at the Co-op

Your Question or Concern

PRODUCT

You want the Co-op to carry a product, or have questions about a product that we currently carry.

PERSON

There is a person (volunteer or staff member) who you want to praise or report a problem with.

contact

Fill out a Suggestion Form at the Store!

Front End/Member Services Department

Member Relations Board Committee

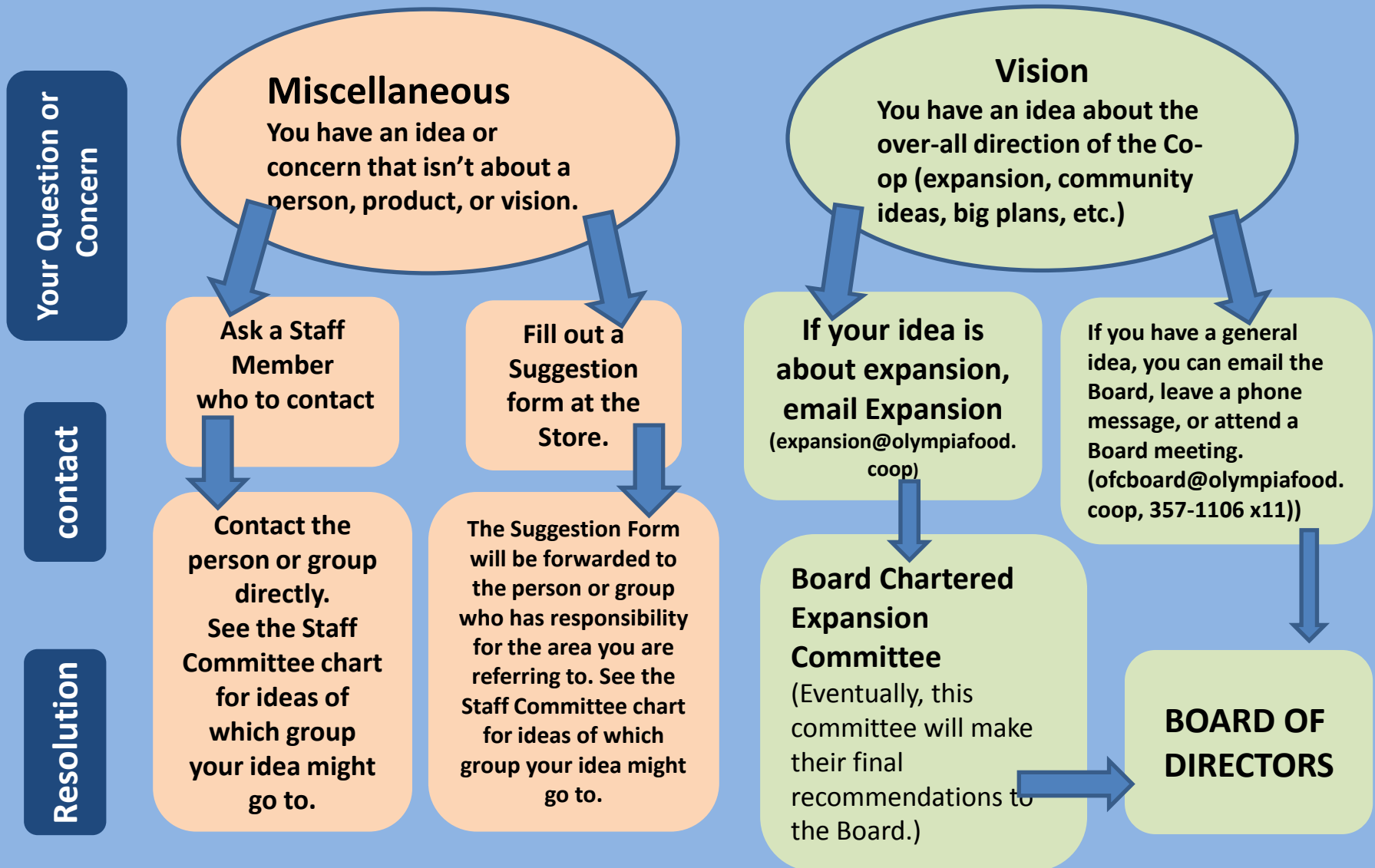
Email
Customerservice
@olympiafood.coop

Email
memberrelations
@olympiafood.coop

Resolution

If these two groups cannot resolve the situation on their own, the communication may be forwarded to Evaluations CAT, Assessment and Inquiry Team, or the Board for resolution.

Communication at the Co-op



DIRECT COMMUNICATION

There are many ways to communicate with the Co-op, depending on what your need is. Each group with a line of direct communication (email, for instance) is labeled on the charts with the icon above, and then noted below with how you can reach that group. All of the information below exists on our website, except for the newsletter editor's email address which is printed in each newsletter.

Board: 360-357-1106 x17 and ofcboard@olympiafood.coop. Members are also invited to Board meetings, which are held the third Thursday of every month, from 6:30-9:30 PM, at the Co-op's downtown office.

Member Relations: memberrelations@olympiafood.coop

Expansion: expansion@olympiafood.coop

Newsletter: Our editor can be reached at olycoopnews@yahoo.com

Departments: Departments receive the *Suggestion Forms* that you fill out in the stores. If you leave your name and phone number, you will receive a personal call back from a department manager.

Front End/Member Services Department: customerservice@olympiafood.coop

Media Liaison: medialiaison@gmail.com for boycott lawsuit-related inquiries.