



## Wellness Manager

### JOB SUMMARY

**Position:** Wellness Manager

**Reports to:** General Manager

**Status:** Full Time

**Rate:** Hourly/Non-Exempt

### SUMMARY

Leads the Co-op's Wellness Team and represents Wellness on the Management Team. Coordinates the efficient flow of goods from suppliers to the shelves. Selects and obtains products and supervises team to meet objectives for sales, margin, labor and customer service. Creates an excellently merchandized and accurately priced center store atmosphere with a product mix that meets customers' needs, meets Co-op purchasing guidelines, and contributes to the financial best interest of the Co-op.

### RESPONSIBILITIES

#### Purchasing

- Serve as lead buyer for the Wellness department.
- Negotiate with suppliers for favorable prices and terms, quality and delivery.
- Work proactively to get the items Owners and customers request at competitive prices.
- Participate in setting sales and margin goals for department.
- Set pricing to meet margin goals; mark-down items as needed to reduce losses.
- Maintain accurate pricing for profitability and price image. Ensure accurate costs and margins in Point of Sale (POS) system.
- Purchase for special deals and promotions. Ensure adequate and timely supply of promoted products.
- Manage adequate supply of product, keeping out of stocks to a minimum.
- Evaluate suppliers and investigate new sources of supply as needed.

#### Supervision

- Recruit, interview, and hire qualified applicants following established policy.

- Ensure on-the-job training.
- Conduct performance evaluations.
- Recommend pay increases within department budget.
- Take disciplinary action as needed following established policy.
- Schedule hours for department within budget, and review time cards.
- Organize department meetings.
- Ensure department staff is informed of storewide meetings and policy changes.
- Provide training, supervision, and support of department Hands-On-Owners.

### Merchandising

- Oversee the department floor plan and regulate department access to end-caps and other display areas. Conduct periodic category resets according to plan.
- Maintain attractive displays, coordinate end-cap designs and ensure ordering of sufficient merchandise to stock sets for duration of display.
- Maintain accurate, up-to-date product signage throughout the department.
- Negotiate with brokers and manufacturers to support regular product demos.
- Attend marketing meetings with other department managers and buyers to plan promotions and storewide merchandising.

### Customer Service

- Provide prompt, friendly and courteous customer service at all times.
- Answer customer questions, complaints and feedback. Take steps to ensure the needs of customers are met in a timely fashion.
- Offer samples, suggestions and product information to customers.
- Maintain familiarity with all areas of the store to best assist customers.
- Inform customers of pertinent store information.
- Maintain familiarity with monthly specials and promotions.
- Become familiar with Co-op values, policies and procedures in order to answer customer questions.
- Answer and route phone calls, take and route messages as needed.
- Staff department to provide excellent service - arrange for coverage of vacant shifts.

### Department Maintenance

- Ensure timely response, ordering and processing of special orders for department.
- Review invoices for accuracy, price changes, and product additions.
- Coordinate returns and credit from suppliers where applicable.
- Ensure correct product rotation and storage.
- Develop and maintain department cleaning schedule - Ensure that department shelves, displays, aisles, & storage areas are in clean, orderly condition, meeting health department & ADA standards.
- Ensure HBC equipment is maintained and properly serviced. Advise store manager of equipment repair/replacement needs.
- Coordinate periodic inventory counts.

## Other

- Be an active member of the Management Team.
- Attend Management Team meetings and storewide meetings.
- Perform other tasks assigned by General Manager.
- Perform Manager on Duty shifts as assigned.
- Assist customers in all departments, in prompt friendly courteous manner, referring them to other staff when necessary.
- Be on-call as necessary.
- Strive for continuous improvement.
- Professional development – willingness to participate and travel.
- Support special co-op events.

## Qualifications

- Passion for local food, healthy eating, education, community-building, and a co-operative, community-based approach to doing business.
- Experience with and knowledge of health and beauty and vitamin/supplement products.
- Supervisory experience: hiring, training, evaluating, and giving directions.
- Ability to read financial statements; firm grasp of margin and pricing.
- Proficient knowledge of office equipment, computers, and software.
- Organized, consistently follows through on commitments.
- Ability to work under pressure in a fast-paced environment.
- Demonstrated ability to handle multiple demands.
- Communications skills—can provide clear directions and able to be a good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Manual dexterity with hazardous equipment.
- Ability to lift 50+ pounds.
- Ability to stand for long periods.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.