



DEPARTMENT: Wellness
SALARY LEVEL: \$11.25-15.27
LOCATION: Arcata

STATUS: Full Time
REPORT TO: Wellness Department Head
INTERNAL POSTING: 8/14/2018-8/19/2018
EXTERNAL POSTING: Until Filled

JOB SUMMARY: To ensure the highest level of service possible to North Coast Co-op's internal and external customers. Assist with receiving, stocking and prepare displays of wellness products, maintain department cleanliness.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Customer Service

- a. Treats people fairly, consistently, and with respect.
- b. Ensures efficient, informative, and friendly service according to established customer service vision and standards.
- c. Assists in other departments as needed.

2. Department Operations

- a. Receive product deliveries, ensuring order and invoice accuracy.
- b. Abundantly stocks, artistically arranges, rotates, merchandises and faces product according to department procedure.
- c. Properly sets up and breaks down wet rack.
- d. Constantly maintains wet rack.
- e. Trims and culls produce.
- f. Assists other clerks as needed.
- g. Performs other duties as assigned to meet business needs.
- h. Other duties as assigned by department head.

GENERAL RESPONSIBILITIES:

1. Communication

- a. Communicates openly and honestly with all others in the organization.
- b. Communicates respectfully at all times.
- c. Does not expose customers to internal disagreements.
- d. Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate supervisor as needed.
- e. Checks mailbox and/or email regularly.
- f. Reads monthly Worker Bulletin.
- g. Participates actively in department team and all staff meetings.

2. Personal Effectiveness:

- a. Reports to work for scheduled shifts, on-time and appropriately uniformed.
- b. Understands and adheres to organizational and department policy and procedures.
- c. Accepts and offers feedback and suggestions openly and respectfully.
- d. Accepts direction willingly and follows through with delegated tasks.
- e. Learns and adapts to new tasks or situations quickly and cooperatively.
- f. Maintains job-related confidentiality.

- g. Takes initiative to identify, report and resolve problems before they can escalate.
- h. Provides a positive model for co-workers.

TECHNICAL SKILLS

1. Quality of Work

- a. Understands technical requirements of the job, applies technical knowledge consistently.
- b. Performs tasks accurately and efficiently, free from errors.
- c. Performs all tasks according to department procedure.

2. Quantity of Work

- a. Performs tasks consistently at an acceptable rate as outlined by department supervisor.
- b. Organizes tasks efficiently, maintains focus and stays productive.
- c. Achieves established goals and expected results for the department.

3. Safety

- a. Maintains safe work environment according to all department procedures, federal and state regulations.
- b. Wears protective clothing as required for position.
- c. Understands and utilizes safe lifting procedures and proper step stools.

KNOWLEDGE, SKILLS, ABILITIES:

- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands
- Willingness to be open, to learn and take on new responsibilities
- Regular, predictable attendance
- Ability to maintain confidentiality
- Effective communication skills in English
- Ability to read and comprehend instructions
- Analytical ability and proficiency in math
- Ability to work in a fast paced environment

WORK ENVIRONMENT: Fast paced retail floor and environment. At times may work with or near moving mechanical parts (i.e. baler, dock equipment), in high precarious places (i.e. ladder work) and in cold/hot climate conditions. Ability to work in moderate and loud noise environments including, but not limited to: computers, paging, telephones, human voices, sound system and machinery. Occasional job related travel within Humboldt area.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Standing, walking, bending, sitting, reaching
- Ability to climb up and down ladders
- Ability to lift up to 50 lbs.

IMPORTANT DISCLAIMER NOTICE:

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other

tasks as circumstances or conditions of its business, competitive considerations or a work environment change.