



## Wellness Department Head

**EXEMPT:** No

**LOCATION:** Arcata

**REPORT TO:** Store Manager

**SALARY LEVEL:** \$12.82-\$19.61

**DEPARTMENT:** Wellness/General Merchandise

**DATE:** 08/01/2017-08/06/2017

**SUMMARY:** Is directly responsible and accountable for the successful operation of the Wellness and General Merchandise Departments and Wellness Clerks and General Merchandise Senior Clerk. Expected to perform and demonstrate excellent customer service.

### RESPONSIBILITIES:

#### Customer Service

- Treat people fairly, consistently and with respect.
- Ensure efficient and friendly service from department staff.
- Provide product information and educational materials to customers and staff as needed.
- Investigate and respond to customer requests.
- Work cooperatively with other departments in both stores.

#### Department Operations

- Ensure an organized, smoothly-run and profitable Wellness/General Merchandise department.
- Ensure displays and shelves are stocked, rotated and faced.
- Ensure that product conditions meet Co-op standards.
- Ensure that unsalable items are properly disposed of.
- Coordinate storage of items for return with other departments.
- Coordinate buying and use of spoilage/loss with other departments when possible.
- Ensure consistent inventory of department supplies.
- Ensure equipment is maintained and properly serviced. Advise Store Manager of equipment repair/replacement needs.
- Work with Store Manager & Assistant Store Manager to develop and implement weekly schedules.
- Set daily priorities for staff to ensure productive work flow.
- Work with the Store Manager to develop, revise and enforce department's standard operating procedures (SOP).
- Participate in Open Book Management (OBM) and lead department in weekly huddles.
- Implement and oversee systems for quarterly inventory.
- Develop and implement systems to maintain accurate records of product cost, production and loss.
- Perform all other duties as assigned by Store Manager.

#### Purchasing & Pricing

- Evaluate suppliers as necessary and investigate new sources of supply.

- Ensure adequate supply and selection of products with an emphasis on sourcing products locally.
- Ensure invoice accuracy is verified on all deliveries.
- Ensure invoices are processed according to established guidelines.
- Keep accurate records of department transfers, credits and losses as required by the accounting department.
- Coordinate return of products for credit for suppliers where applicable and ensure that staff knows how to do the same.
- Oversee all product purchasing and inventory control.
- Ensure accurate price labeling of product, working closely with pricing department as needed.
- Work with Pricing Department to develop pricing structure.
- Attend trade shows and trainings when requested.

### **Personnel**

- Schedule staff according to established weekly labor budget.
- Follow and enforce performance standards for department staff.
- Arrange for coverage of vacant shifts and fill in as needed.
- Work with Store Manager to develop and implement training materials and systems.
- Ensure on the job training for department staff utilizing training checklists.
- Participate in interview and hiring process.
- Conduct timely evaluations of staff in coordination with Human Resources.
- Develop teamwork within the department by maintaining a high level of two-way communication.
- Communicate with Store Manager on disciplinary actions using required document procedures.
- Ensure daily communications of on-going operational issues.
- Responsible to attend scheduled supervisory trainings.
- Responsible to approve and correct Timeforce for department staff.
- Schedule and conduct staff meetings.
- Attend weekly department manager meetings and quarterly department meetings.

### **Merchandising & Promotions**

- Ensure accurate, clean shelf tags and signs are on shelves and displays. Request signs from Pricing Department and/or Marketing Department.
- Design displays in coordination with Merchandising Manager.
- Cross-merchandise products with other departments in coordination with Merchandising Manager.
- Conduct periodic price comparisons with other stores.
- Solicit suppliers for promotional offerings.
- Attend regular meetings with brokers and Merchandising Manager to coordinate monthly specials.
- Research industry trends.
- Participate in re-sets as requested.

**Budgeting & Planning**

- Work closely with Store Manager to utilize Coop Metrics data for budgeting and planning goals.
- Work with Store Manager to develop annual operating budget.

**Sanitation & Safety**

- Ensure employee standards of safety.
- Ensure that department displays, coolers, work and storage areas, and sales floor are clean and orderly.

**QUALIFICATIONS:**

- Ability to develop and implement budgets and to adhere to cost and margin requirements.
- Previous grocery experience. Including ordering, stocking and merchandising.
- Ability to motivate self and/or staff.
- Good communication and listening skills.
- Ability to work well with others in a cooperative environment.
- Ability to prioritize and work with minimal supervision.
- Ability to accept responsibility and accountability.
- Commitment to superior customer service.
- Sense of humor.
- Ability to lift 50-80 lbs.
- Regular predictable attendance.
- Ability to plan, develop and implement efficient and productive systems.
- Knowledge of the natural foods industry.
- Follow and enforce all training manual contents.

**GENERAL PROFESSIONALISM**

- Adhere to Department Head Code of Conduct.
- Model a high standard of customer service.
- Uphold and enforce all North Coast Co-op policies.
- Minimize absences and be punctual.
- Disseminate ideas, proposals and other information in a clear, effective and timely manner.
- Take frequent opportunities to recognize good work.
- Maintain positive relationships with outside professionals.
- Maintain confidentiality.
- Perform other tasks as needed.

**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.