

NATURAL HARVEST FOOD CO-OP WELLNESS ASSISTANT JOB DESCRIPTION

Purpose: To grow sales for our store and make meaningful connections in our community. Specifically, to assist the Wellness Manager with ordering, pricing, receiving and merchandising of wellness products. To assist customers with their wellness product questions and special orders

Status: Reports to Wellness Manager
Pay Level I
Hourly position, 12-29 hours per week

NATURAL HARVEST CUSTOMER SERVICE AND INTERNAL SERVICE BASICS FOR ALL STAFF

- Provide excellent customer service to our shoppers, including greeting customers, smiling and making eye contact.
- Make the customer's needs your priority whenever on the sales floor or answering the phone.
- Help customers find product locations.
- Accurately answer customer questions about products, store policies and co-op ownership.
- Take initiative to constantly learn about products, product location and policies.
- Resolve customer complaints in a fair and tactful manner.
- Assist with placing and picking up special orders.
- Share information with our shoppers about co-op happenings, educational opportunities, and the benefits of co-op ownership.
- Answer phones by third ring.
- Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward yourself and others.
- Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.

Responsibilities:

I. PURCHASING

- A. Assist with ordering products at the direction of the Wellness Manager

II. MERCHANDISING

- A. Ensure displays and shelves are fully stocked and rotated, use store merchandising guidelines.
- B. Assist with planning attractive displays for wellness department, rotate end-caps regularly.
- C. Ensure proper receiving of wellness products in accordance with established procedures.
- D. Help ensure all product costs are in POS system, and get updated regularly.
- E. Help ensure accurate, up-to-date shelf tags and POS prices for department items.
- F. Help ensure accurate, up-to-date uniform department signs.
- G. Provide product information for customers and staff.

III. CUSTOMER SERVICE

- A. Assist with adequate scheduling coverage of wellness department to ensure prompt, helpful customer service.
- B. Help conduct training for products and trends for all staff at staff meetings.
- C. Assist customers with all their wellness product questions and special orders, following store guidelines.

IV. DEPARTMENT MAINTENANCE

- A. Assist with storage of items to be returned to suppliers. See that unsellable items are properly disposed of. Keep accurate shrinkage records.
- B. Ensure that wellness shelves, displays, aisles and storage areas in clean, orderly condition, meeting health department standards.
- C. Participate in regular inventory counts.

VI. OTHER RESPONSIBILITIES

- A. Attend storewide meetings.
- B. Perform other tasks assigned by the Wellness Manager

QUALIFICATIONS

- Familiarity with vitamins, supplements, natural cosmetics and body care items.
- Knowledge of trends in natural foods industry.
- Excellent communication skills, time management & teamwork skills.
- Experience serving the public with exceptional customer service skills.
- Ability to project friendly, outgoing personality.
- Demonstrated ability to handle multiple demands.
- Ability to stay calm under pressure and always put the needs of the customer first
- Willingness to work weekends and evenings as needed
- Regular, predictable attendance.
- Ability to handle multiple demands and stay calm.
- Willingness and ability to learn and grow to meet the changing requirements of the job.
- Basic computer skills (Microsoft Word & Excel, Email & internet)
- Ability to stand for long periods of time and lift up to 50 lbs occasionally
- Ability to squat and twist frequently and use step stools/ladders to reach high shelves
- Ability to stand and move around for up to 6-8 hours per shift
- Willing to work a variety of weekdays and weekends