

Retail Merchandising Manager Job Description

Natural Harvest Food Co-op

Job Summary

The Retail Merchandising Manager is responsible for merchandising and purchasing of products in the Grocery, Refrigerated, Frozen, Meat, and Bulk departments in conjunction with the Grocery Manager and department buyers. This role ensures department presentation and systems are designed to assist in achieving grocery department sales, margin, and customer service standards.

Reports To: Grocery Manager & General Manager

Department: Grocery

Status: Full-time; Hourly/Non-exempt

Essential Duties & Responsibilities

1. Customer Service & Communication

- Maintain a friendly presence on the sales floor by helping customers find product locations and suggesting products.
- Follow the 10/4 customer service rule.
- Answer customer questions or complaints, providing timely follow-up in person or by phone as needed.
- Answer incoming phone calls by the third ring and direct them to the appropriate person or department to ensure efficient service.
- Maintain sales floor cleanliness and visual appeal.
- Engage with customers and go the extra mile to provide excellent service.
- Cooperate with other departments and co-workers to ensure excellent customer service by assisting as needed.
- Ask for help and clarity from supervisors and co-workers.
- Collaborate with others to find solutions.
- Review and engage in storewide communications every shift using the store's designated internal communication portal.
- Respond promptly to emergencies or potential safety hazards, such as spills, broken glass, or bulk mishaps.

2. Department Operations

- Place orders with assigned distributors and act as backup buyer for all others.
- Develop and maintain relationships with vendors.
- Negotiate with suppliers and brokers as delegated.
- Ensure credits for miss-picks and damaged goods are resolved.
- Ensure accounting receives accurately coded invoices on schedule.
- Purchase all products within product policy guidelines, maintaining high-quality standards.
- Collaborate with the Grocery Manager to meet department goals for sales, margin, and inventory turns.
- Ensure prices are correct, shelf stags are accurate, and products are rotated.

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- Monitor changes in costs and adjust pricing accordingly.
- Receive product deliveries, ensuring order and invoice accuracy.
- Stock, rotate, merchandise, and face products according to department procedures.
- Hang new Co-op Deal tags each cycle and ensure monthly Co-op Deals products are ordered.
- Assist in managing quarterly inventory counts.
- Accurately calculate quarterly inventory data and submit it to accounting on schedule.
- Adjust product assortment by evaluating item movement reports.
- Ensure the store is fully stocked and faced at all times, including end caps and displays.
- Assist with department resets.
- Stay current on new products and industry trends.

3. Category Management & Product Mix Selection

- Serve as our Natural Co-op Grocers (NCG) Promotions & Purchasing Liaison.
- Responsible for overseeing the product mix of all grocery subdepartments according to NCG program recommendations.
 - Including Core Sets, Co-op Basics, Cost Supports, Co-op Deals and other NCG purchasing programs.
 - Subdepartments include: Packaged grocery, refrigerated, frozen, bread, meat, & bulk.
- Responsible for execution of the LBMX forecasting tool, ensuring all submission deadlines are met and replenishment buyers are ordering adequate amounts for the sales period or Core Sets resets.
- Has regular meetings with the Grocery Manager and General Manager to consider product assortment by category based on category review schedule aligned with NCG's Core Sets program.
- Negotiate with distributors, brokers and sales reps for favorable prices, terms, quality and delivery schedule and research new suppliers, as needed.
- Determines when the Co-op will make additional inventory investments, either to secure supply, plan for additional demand, or to boost margin/price image.
- Meets with brokers to plan these investments and communicates to buyers when they are to receive inventory outside their normal replenishment levels.
- Responsible for ensuring that new products are submitted to POS to be added to the product database, ensures shelf tags are generated and hung in a timely manner.
- Responsible for the open, clear, and regular communication of all information related to Promotions, Product Mix, Merchandising, and Displays to Grocery Manager and grocery staff.
- Sets prices ensuring that each department meets or exceeds their margin projections.
- While taking into consideration feedback from customers, industry trends, local competitors, price ceilings set forth by the vendor, manufacturers or NCG.
- Develops competitive pricing strategy for all product categories at the Co-op with assistance from department management in doing comparison shopping at the competitors.
- Reviews price updates on a regular basis and sends corrections and changes to the Admin POS/IT Support Specialist when necessary.

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- Ensure all information including but not limited to; Vendor, Brand, Description, Case Pack, Unit Size, Cost, Promotional Cost, Price, etc. are correct and always maintained in the POS.

3. Merchandising

- Ensure departments build and maintain displays that enhance products, attract customer attention, and are easy to shop.
- Work with the Grocery Manager and Marketing Manager to develop and implement attractive, organized, and well-signed displays to enhance store brand and meet sales and margin goals.
- Ensure departments maintain consistent, accurate and attractive product and price signage in good condition according to store branding standards.
- Coordinate product demonstrations and sampling on a regular basis.
- Provide printed information for the staff regarding any promotion, display and merchandising changes.
- Develops shelf-placement strategy and shelf plans for each location, seeking input from the Grocery Manager and General Manager before finalizing and executing the plan.
- Develop Grocery end-cap plans for all promotional periods and effectively communicate plans with Grocery Manager and buyers.
- Work with all departments on planning end-caps that may allow for cross merchandising.
- Works with the Marketing Manager on events and key promotions throughout the year.
- Analyze sales data to understand customer trends and preferences, adjusting merchandising plans accordingly.
- Ensure the store layout is organized and attractive, facilitating a positive shopping experience.
- Lead and motivate the staff, fostering a collaborative and efficient work environment.

4. Personnel

- Supervise and coach grocery department staff as necessary.
- Assist with hiring grocery department staff.
- Train and develop department staff.
- Assist in upholding performance standards for department staff.
- Assist with ensuring all team members maintain a neat, well-groomed personal appearance and adhere to company dress code regulations.

5. Department Maintenance

- Develop and refine space-efficient plans for back-stock storage and ease of restocking.
- Maintain storage and display areas in a clean, orderly, and efficient condition, meeting health department standards.
- Maintain proper working order of equipment.
- Report and coordinate repairs of equipment with established vendors.
- Perform regular and thorough cleanings of all work and display areas.
- Clean up customer breakage and spills.

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6. Other Responsibilities

- Observe all store rules and policies.
- Be helpful and orient new employees.
- Set a positive example for co-workers.
- Participate in department and storewide staff meetings.
- Communicate professionally and respectfully.
- Provide customer service in other areas of the store as needed.
- Take on additional tasks as assigned by the supervisor.
- Take initiative to increase product knowledge.
- Demonstrate regular and dependable attendance.
- Wear any
- Natural Harvest required uniform (nametag, apron, etc.).

Qualifications

7. Education & Experience

- High school education or equivalent combination of education and experience.
- Retail purchasing and merchandising experience.
- Management and leadership experience.
- Ability to provide excellent customer service.
- Excellent time management skills.
- Ability to calmly handle multiple demands.
- Ability to work independently and as part of a team.
- Ability to understand financial statements as they relate to department operations.
- Ability to meet objectives for sales, margin, and inventory turns.
- Ability to establish positive relationships with co-workers and suppliers.
- Accuracy and attention to detail.
- Strong written and verbal communication skills.
- Ability to operate a computer and familiarity with Microsoft Word and Excel.
- Prefer at least one year of experience in the grocery or natural food industry.

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8. Work Environment

- Stand and walk for extended periods, up to 8-10 hours.
- Lift up to 50 lbs regularly.
- Operate a pallet jack.
- Stand for the entire shift.
- Work in a crowded and noisy environment a majority of the time.
- Push, pull, and maneuver carts weighing up to 150 lbs.
- Occasionally move shelving units.
- Occasional exposure to extreme temperatures (walk-in freezers and coolers).
- Receive products in inclement weather as needed.
- Exposure to food odors, grain and spice dust, food allergens.

Disclaimer Notice:

The essential duties and responsibilities and knowledge, skills and abilities listed in this job description are representative only and not exhaustive of the tasks that an 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 the work environment change.

Employees must be able to satisfactorily perform the essential functions of this position, with or without reasonable accommodation. Any questions regarding accommodations should be directed to the General Manager.

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____