



WELLNESS & GENERAL MERCHANDISE MANAGER JOB DESCRIPTION

PURPOSE: To select, purchase, price, promote and assist customers with the purchases vitamins/supplements, body care, & general merchandise items, and to oversee other department staff in buying vitamins, bulk herbs, body care, books and other products, to meet objectives for sales, margin, inventory turns, labor and customer service.

STATUS: Reports to General Manager
Supervises Wellness Assistant Buyer.
Supervise Hands On Owners on shift
Full Time; 36+ hours a week

RESPONSIBILITIES:

1) PURCHASING

- a) Negotiate with suppliers for favorable prices, terms, quality, and delivery.
- b) Purchase items following product selection guidelines & marketing plan.
- c) Evaluate suppliers and investigate new sources of supply.
- d) Purchase for special deals and promotions. Ensure adequate and timely supply of promoted products.
- e) Receive orders, or ensure proper receiving by other staff in accordance with established procedures.
- f) Calculate prices to meet margin goals.
- g) Coordinate with Receivers in handling returns and obtaining credit from suppliers for wellness & general merchandise products.
- h) Ensure accurate, up-to-date prices of wellness & general merchandise products in POS system and shelf tags.
- i) With General Manager, set sales, margin and inventory turn goals for sub-departments. Review monthly and quarterly reports with wellness department buyers.
- j) Coordinate inventory counts for designated product departments.

2) MERCHANDISING

- a) Attend marketing meetings with other department managers and buyers to plan promotions and storewide merchandising.
- b) Plan attractive displays for wellness departments.
- c) Ensure shelves/bins/coolers are fully stocked and rotated for freshness. Stock items as needed.
- d) Visit other stores for ideas on promotions and displays.
- e) Ensure accurate, up-to-date uniform department signs.
- f) Provide product information to customers and staff and newsletter.
- g) Attend trade shows and co-op conferences as assigned.

3) CUSTOMER SERVICE

- a) Coordinate cross training of co-op staff to ensure prompt, helpful customer service for wellness & general merchandise, in accordance with labor budget.
- b) Pass on relevant literature for co-op staff to read. Maintain selection of third party literature available in wellness department.
- c) Assist customers with special orders, and oversee special orders system in wellness department to ensure that customers receive their orders.
- d) Ensure co-op staff are aware of changes in policies and procedures affecting customers.
- e) Respond to department relevant customer suggestions, comments, & complaints in a reasonable manner.

4) DEPARTMENT MAINTENANCE

- a) Coordinate storage of items to be returned to suppliers. See that unsellable items are properly disposed of. Keep accurate shrinkage records.
- b) Ensure that wellness department shelves, displays, aisles and storage areas in clean, orderly condition, meeting health department & ADA standards.
- c) Mark down items as needed to reduce losses.
- d) Participate in inventory counts.
- e) Ensure maintenance of department equipment in working order. Advise General Manager of equipment problems or needs.

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- 5) SUPERVISION—for Wellness Assistant Buyer:
- a) Hire qualified applicants following established policy.
 - b) Ensure on-the-job training.
 - c) Conduct performance evaluations.
 - d) Recommend pay increases within department budget.
 - e) Take disciplinary action as needed following established policy.
 - f) Schedule hours for department within budget, and review time cards.
 - g) Organize department meetings.
 - h) Ensure department staff is informed of storewide meetings and policy changes.
 - i) Provide training, supervision, and support of department Hands-On-Owners
- 6) OTHER RESPONSIBILITIES
- a) Participate in development of operating and capital budgets for store.
 - b) Participate in setting sales and margin goals for grocery departments.
 - c) Review financial reports of department performance and take corrective action as needed.
 - d) Attend Management Team meetings and storewide meetings.
 - e) Perform other tasks assigned by General Manager.
 - f) Perform Manager on Duty shifts as assigned.

QUALIFICATIONS

- At least one year of purchasing and merchandising for a department in a natural food store.
- Knowledge of current trends in natural foods industry.
- Familiarity with vitamins, supplements, natural cosmetics.
- Several innovative ideas for merchandising at the co-op.
- Supervisory experience: hiring, training, evaluating, and giving directions.
- Ability to read financial statements; firm grasp of margin and pricing.
- Organized, consistently follows through on commitments.
- Communications skills--clear directions, good listener.
- Experience serving the public.
- Ability to project friendly, outgoing personality.
- Ability to lift 50+ pounds.
- Willingness to work one weekend day.
- Regular, predictable attendance.
- Willingness and ability to learn and grow to meet the changing requirements of the job.