



Purchasing Lead/Grocery/Wellness Job Description

Department: Grocery
Report to: Assistant Manager/Wellness
Pay Range: Two
Status: Hourly/Non-Exempt

Job Summary: Purchase, receive, process returns, price, process special orders and merchandise designated products to meet goals for sales, margin, inventory turns, sanitation, safety, and customer service in compliance with established practices and policies of WFC, National Organic Program (NOP) and applicable insurance and regulatory agencies
Direct, train, support and fill-in for designated employees to meet department goals for sales, safety, customer service and sanitation

Essential Duties and Responsibilities:

Storewide

1. Abide by all WFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
2. Consistently and positively promote ownership and owner benefits.
3. Follow and ensure compliance with all safety practices and policies.

Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with WFC's customer service standards.
 - a. Resolve customer concerns.
 - b. Anticipate customer needs.
 - c. Promptly respond to requests for service and assistance.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive department and workplace that contributes to achieving progress on WFC's ENDS.

Job Specific

1. As directed, purchase, receive, process returns, price, process special orders and merchandise designated products through approved suppliers to meet department goals in compliance with department's Organic Standards Handling Plan and

- established practices; communicate and document unresolved vendor issues and/or concerns to department management.
2. As requested, direct, train, support and fill-in for designated employees to meet goals for sales, safety, customer service and sanitation.
 3. Promptly coordinate Point of Sale/POS maintenance information with IT Department including, but not limited to, price changes, entry of new products/sale batches and deleting products/sale batches, and implement pricing and sign changes on the sales floor.
 4. Assist customers in finding product and/or information, promptly and courteously answer and accurately route phone calls, messages and customer requests in compliance with established practices.
 5. As directed, store, rotate, stock and merchandise products in accordance with shift criteria.
 6. As directed, unload and sort deliveries, verify counts, accept deliveries, apply for credits and coordinate return of damaged/miss-picked products in compliance with department's Organic Standards Handling Plan and established practices.
 7. Clean shelving, department equipment, storage areas and display areas in compliance with established practices and communicate and document any equipment maintenance or safety concerns to department management.
 8. Perform other tasks as assigned by department management.

Knowledge, Skills, Abilities

Preferred Knowledge, Skills and Abilities

- Experience in retail, grocery, natural foods and/or cooperative management
- Applicable degree/certification

Essential Knowledge, Skills and Abilities

- High school diploma or GED
- Computer proficiency, e.g., keyboard experience, email, EXCEL
- Ability to follow through on systems and procedures
- Outstanding customer service skills
- Attention to detail and good organizational skills
- Ability to handle multiple demands, work under time pressures and meet deadlines
- Personal integrity to handle confidential information
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- Ability to work efficiently in a fast-paced environment
- Ability to prioritize tasks
- Regular, predictable attendance
- Effective communication skills in English
- Available to work evenings, weekends, holidays

Work Environment:

1. Occasional Exposure
 - a. Outdoor weather conditions (carry-outs, tasks in loading dock area)
2. Frequent Exposure

- a. Wet and/or humid conditions (walk-in/reach-in coolers)
 - b. Change in room temperatures due to proximity of entrance/exit doors
 - c. Carts, pallets and hand-trucks moving in and out of storage/retail areas and in and out of freight elevator
3. Constant Exposure
- a. Background music and in-store pages
 - b. Food odors, grain and spice dust, food allergens

Essential Physical Requirements

1. Ability to occasionally lift and carry up to 60 lbs. throughout shift
2. Ability to stand for long periods of time at a standing work station
3. Ability to stand, walk, squat, bend, sit, balance and rotate body
4. Ability to complete frequent to constant repetitive lifting and moving objects up to 10 lbs. while stocking products on shelves and refilling bulk containers
5. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks
6. Ability to do repetitive office tasks including, but not limited to, reaching, bending, filing, using a computer keyboard, focusing and reading off a computer screen/LCD monitor and reading written materials for up to eight hours per day.
7. Frequently ascend and descend stairs, ladders and step stools
8. Ability to safely use sharp cutting instruments

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions 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.