



## Wellness Coordinator Job Description

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<b>Department:</b>	Grocery	<b>Pay Range:</b>	Three
<b>Report to:</b>	Grocery Manager	<b>Status:</b>	Hourly/Non-Exempt

### Job Summary:

- Purchase, process returns, price, process special orders and merchandise designated products
- Receive/unload deliveries, verify counts, accept deliveries, apply for credits and coordinate return of damaged/miss-picked products
- Sort special orders and products for sales floor and/or to appropriate storage
- Direct, train, support and fill-in for designated employees

in compliance with established practices and WFC Policies, National Organic Program/NOP and applicable insurance and regulatory agencies and to meet department goals for sales, margin, inventory turns, customer service, safety 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. Purchase, price, process special orders and merchandise designated products through approved suppliers to meet department goals and in compliance with department's Organic Standards Handling Plan and established practices; communicate and document unresolved vendor issues and/or concerns to department management; work with department management to identify new products and vendors.
2. Ensure adequate and timely supply of products from vendors and that volume of products ordered meets needs of anticipated sales/usage; ensure designated products are received according to established practices and, as applicable, credit is received from vendors; ensure vendor invoices are accurate and coordinate product pricing and promotional pricing with IT Department in a timely manner.
3. Expedite received orders for sales floor and/or to appropriate storage; sort special orders and allocate to appropriate storage and/or to other departments; document contributions/losses in compliance with established practices.
4. 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; coordinate with IT Department to ensure appropriate and accurate shelf signs/price tags for all designated products.
5. Direct, train, coach and develop designated employees in compliance with established practices, policies and budget restrictions to support day-to-day operations and to achieve department goals.
6. Ensure department accountability for maintaining performance standards, provide daily supervision and leadership to designated employees and follow through promptly on documentation and coaching in compliance with WFC policies and practices.
7. Ensure cleanliness and maintenance of department areas and department equipment in compliance with established practices; document and report any equipment maintenance or safety concerns to Grocery management.
8. Ensure cooperation and coordination with department management to achieve department goals for purchasing, receiving, storage, stocking, rotating and merchandising of all Grocery Department products.
9. Perform other tasks assigned by Grocery management including, but not limited to, participation in inventories and resets and filling in for designated employees.

### **Knowledge, Skills, Abilities**

#### **Preferred Knowledge, Skills and Abilities**

- Applicable degree/certificate

- Experience in retail order, receiving, pricing, merchandising
- Experience supervising including, but not limited to, training, and ensuring accountability

**Essential Knowledge, Skills and Abilities**

- High school diploma or GED
- Experience providing leadership and/or direction to employees including training and coaching
- Experience in retail, grocery, natural foods, body care, supplements, wellness and/or cooperative management
- Computer proficiency, e.g., keyboard experience, email, Word, 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 as applicable
- Willingness to be open, to learn and to take on new responsibilities
- Demonstrate objectivity, neutrality and calmness under pressure
- 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)
  - b. Wet and/or humid conditions (walk-in/reach-in coolers)
2. Frequent Exposure
  - a. Change in room temperatures due to proximity of entrance/exit doors
  - b. Carts, pallets and hand-trucks of product 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 frequently lift and move up to 60 lbs. throughout shift
2. Ability to stand, walk, squat, bend, sit, balance and rotate body
3. Use of hands and feet to operate machinery such as carts, pallet jack, cardboard baler, computers, scales and hand trucks
4. Frequently ascend and descend stairs, ladders and step stools
5. 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.