

Center Store Manager - Job Description

Status

- Reports To: Wellness Coordinator
- FLSA Status: Non-exempt, 20-30 hours/week

Purpose

To select promote designated products to meet department goals for sales, margin, inventory turns, and customer service within stated product and organization guidelines in accordance with the KCI mission and policies. Works within a small team of wellness assistants. Provides customer service to Co-op customers on the floor and over the phone, assists with inventory stocking and point of sale coordination.

Essential Responsibilities and Functions

CUSTOMER SERVICE

1. Upholds Customer Service Program: provides prompt, friendly and courteous customer service to customers and staff, including waiting on customers and responding to phone calls.
2. Answers customer questions, complaints and feedback. Takes steps to ensure the needs of customers are met in a timely fashion.
3. Offers samples, suggestions and product information to customers.
4. Maintains familiarity with all areas of the store in order to best assist customers.
5. Responds to requests from customers to research product availability, price and quality issues.

PURCHASING & PRICING

1. Follows trends, does market research and uses SPINS to ensure optimal product mix and pricing.
2. Coaches merchants to work proactively to get the items Owners and customers want and need at competitive prices.
3. Negotiates with suppliers and brokers for favorable pricing, terms, quality and delivery.
4. Develops and maintain purchasing relationships with local businesses.
5. Maintains accurate pricing for profitability and price image. Ensures accurate costs, margins and data in Point of Sale (POS) system.
6. Fulfills Co+op Deals Promotion Liaison duties and NCG Purchasing Agreement obligations (including Co+op Deals pre-commitments, Co+op Basics pricing, New Item Program).
7. Ensures timely response, ordering and processing of special orders for department.

MERCHANDISING & PROMOTIONS

1. Works on the Wellness Department floor and stocks department shelves and end-caps and other display areas. Helps with periodic category resets according to plan.
2. Maintains attractive displays and accurate shelf/bin tags and sale signs.
3. Provides product information to customers.

DEPARTMENT OPERATIONS



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1. Receives orders and obtains credits following established procedures.
2. Ensures that unsellable items are recorded and returned or disposed of following established procedures.
3. Ensures that department areas (aisles, shelves, bins and storage areas) are in clean, orderly condition meeting Health Department and customer service standards.
4. Maintains department equipment in working order. Advises of equipment problems or needs.

Performs other duties as assigned.

Working Conditions

- Frequently performs work in a retail grocery store, including squeezing through small spaces with limited clearance.
- May work in temperature extremes (walk-in freezer, frozen or hot parking lot, hot kitchen, etc.).
- Utilizes hand trucks, pallet jacks, grocery carts, box cutters, electronic ordering devices.
- Utilizes office machines, computers, fax machines, scanners, photocopiers, telephone and public address systems.
- May come into contact with hazardous materials in relation to cleanliness of Center Store areas.
- Moderate noise level.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPETENCY

To perform the job successfully, an individual should demonstrate the following competencies:

- **Mathematical Skills** -Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability** - Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- **Teamwork** – Balances team and individual responsibilities; contributes to building positive team spirit; supports everyone’s efforts to succeed.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; maintains confidentiality; remains open to others & ideas and tries new things.
- **Organizational Support** – Follows policies and procedures; supports organization’s goals and values.
- **Judgment** – Displays willingness to make decisions; exhibits sound and accurate judgment; exhibits sound and accurate judgment; supports and explains reasoning for decisions.



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- Problem Solving – Identifies and resolves problems in a timely manner; works well in group problem solving situations; has a cooperative spirit.
- Oral Communication – Responds well to questions; participates in meetings.
- Safety and Security – Observes safety and security procedures.
- Attendance/Punctuality – Is consistently at work and on time.

MINIMUM QUALIFICATIONS

- At least two years' experience with cooperatives, grocery or retail, or natural products purchasing and merchandising experience.
- Willingness and ability to learn to meet the changing requirements of the job.
- Able to work at least weekends and/or evening shifts.

PHYSICAL QUALIFICATIONS

- Ability to use computer keyboard, mouse, telephone, and various office equipment continuously.
- Ability to lift and carry up to 20 pounds frequently.
- Ability to lift and carry up to 50 pounds occasionally.
- Ability to sit, stand, walk for long periods of time.
- Ability to bend, stoop, squat, kneel, climb stairs or ladder occasionally.
- Ability to reach above shoulder height occasionally.
- Ability to use fine motor skills for typing, grasping, manipulating objects with fingers.
- Ability to read and interpret small print and alphanumeric product codes.
- Ability to work overnight shifts as required.
- Ability to work weekend and non-business hour shifts as required.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and standard kitchen measurements.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to use vision for reading of UPC codes, sequences of numbers, flyers, promotional materials, etc.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PREFERRED QUALIFICATIONS

- Previous experience or training in natural foods or supplements and health and beauty aids.

Disclaimer

This job description is a representative, but not exhaustive list of job functions that an employee may be required to perform. It is not intended as an employee contract, nor is it intended to describe all duties someone in this position may perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks



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as circumstances of its business or work environment change, regardless of job title or routine job functions.