

MARIPOSA FOOD CO-OP

Wellness & General Merchandise Department Assistant



POSITION TITLE: WELLNESS & GENERAL MERCHANDISE DEPARTMENT ASSISTANT

PAY: STARTING RATE IS \$11.75-\$13.50 HOURLY, DEPENDING ON EXPERIENCE.

BENEFITS: ELIGIBLE FOR COMPANY BENEFITS INCLUDING MEDICAL, DENTAL, VISION AND SHORT-TERM DISABILITY INSURANCE; GENEROUS ACCRUED PTO; 20% DISCOUNT ON STORE PURCHASES; FRIENDLY DIVERSE AND INCLUSIVE WORKPLACE; OPPORTUNITIES FOR PROFESSIONAL DEVELOPMENT AND ON-THE-JOB TRAINING

HOURS & STATUS: LOW FULL-TIME, 18-24 HOURS/WEEK. (TYPICALLY 3 SHIFTS PER WEEK) FRIDAYS AND SATURDAYS MANDATORY, WITH SOME FLEXIBILITY NEEDED THROUGHOUT THE YEAR

JOB SUMMARY: The Wellness and General Merchandise Assistant reports to the Wellness and General Merchandise Buyer. This position is responsible for ensuring that the Wellness & Gen Merch areas throughout the store are fully stocked, well-organized, and equipped with up-to-date signage and learning materials. In addition to stocking responsibilities, this person must provide friendly, informative, accurate, and tactful customer service regarding all department products while staying in compliance with federal regulations for how to talk about wellness products in a retail setting. This person should have excellent attention to detail, a passion for natural wellness, enthusiasm for helping people, and visual creativity.

KEY RESPONSIBILITIES

Customer Service

- o Maintain a frequent presence on the store floor to provide customer service while stocking.
- o Maintain and refresh the Wellness Resource Library with a variety of materials that educate customers about available products in an accessible and appealing way.
- o Identify multiple product options to meet customers' needs to ensure proper selection and satisfaction, and to ensure customer autonomy.
- o Offer additional product information, samples, and assistance as needed; refer customers to other local businesses if we are unable to obtain their desired product.
- o Promptly answer customers' phone inquiries about wellness products and general merchandise.
- o Communicate with member-owners about the arrival and pick-up of special orders.
- o Uphold all laws and regulations related to providing customer service in a health and wellness setting.
- o Cultivate knowledge of ingredient safety and production methods as they apply to products in the Wellness Department and throughout the store.
- o Confidently communicate about Mariposa's buying standards and production terms with customers and staff alike.
- o Provide body-positive, gender neutral, culturally competent, inclusive, and informative customer service.

Stocking, Receiving, and Maintenance:

- o Stock products efficiently while maintaining an approachable customer service presence.
- o Regularly front and face department's products to encourage sales and facilitate accurate ordering.
- o Regularly clean products and shelves.
- o Collaborate with Wellness Buyer to determine possible product rearrangements that could minimize shoplifting.
- o Communicate with other department staff about stocking logistics and support as needed.
- o Record shrink; ensure that unsellable items are returned to vendor or otherwise properly disposed of according to established procedures.
- o Ensure that department spaces (aisles, shelves, bins and storage areas) are in clean, safe, and orderly condition; uphold Health Department regulations and facility needs.
- o Participate in departmental inventory counts.
- o Ensure that shelf tags, coupons, and discount info are accurate, uniform, and up-to-date.
- o With direction of Wellness Buyer, participate in departmental resets, end cap set up, and inventory.

Internal Department Support

- o Collaborate with Wellness Buyer to generate ideas for themes and content for cross-departmental promotions calendar.
- o With direction from Wellness Buyer, set-up inviting demonstrations and promotions as needed.
- o Stay in conversation with Wellness Buyer regarding new products, trends, and merchandising ideas.
- o Communicate with distributors as needed to address errors and troubleshoot logistics.
- o Collaborate with Wellness Buyer to keep accurate up-to-date pricing of department items in POS system and labeling.
- o Support Wellness Buyer in disseminating Wellness & Health information to staff to ensure that all are able to promote department products and answer basic questions.
- o Attend mandatory all staff and department meetings.
- o Demonstrate alignment with Mariposa Food Cooperative's values of anti-oppression, anti-racism, workplace democracy, and community engagement.

REQUIRED EXPERIENCE & QUALIFICATIONS

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- o At least 2 years experience with customer service in a health, wellness or body care retail setting.
- o At least 2 years experience with stocking and receiving in a retail setting.
- o Experience maintaining visually appealing product displays; attention to detail a must!
- o Demonstrated knowledge of vitamin, supplement, herbal product uses
- o Demonstrated knowledge of natural health and body care products
- o Proven record of excellent customer service skills, with the ability to communicate about customers' personal health and bodily needs in a sensitive and professional manner.
- o Experience creating legible and appealing signage by hand a plus!

REQUIRED SKILLS & APTITUDES

- o Ability to communicate with accuracy, specificity, and sensitivity about a wide variety of health and wellness matters is a must! Must enjoy providing thoughtful and patient customer service in a fast-paced environment
- o Must be proficient in basic use of Microsoft Office, Google products, and internet research.
- o Must have experience with POS systems.
- o Must able to learn new software through a combination of hands-on instruction and self-teaching.
- o Must receive instructions and suggestions in a positive and proactive manner; open to giving and receiving constructive feedback.
- o Demonstrated spatial intelligence and visual creativity is a plus!
- o Basic familiarity with units of measurement and the ability to explain dosage, concentration, measurements, etc. as needed.
- o Excellent attention to detail
- o Time management skills
- o Excellent phone demeanor needed to field questions in a proactive and thorough manner.
- o Willingness and ability to learn/to meet possible changes to the nature of the job

ESSENTIAL PHYSICAL REQUIREMENTS

- o Adjustable focus vision needed for computer use, reading of small labels, invoice reading
- o Fine & gross motor skills needed to operate simple machinery and tools safely; to stock items of varying sizes and weights;
- o Ability to lift up to 50 lbs repeatedly throughout the day needed for receiving orders and stocking.
- o Ability to climb stairs and ladders repeatedly throughout the day
- o Ability to stand, bend, lift, and reach for multiple hours at a time
- o Ability to work in a well-lit fast paced environment
- o Ability to sit at a computer for extended periods of time when needed

To Apply:

TO BE CONSIDERED FOR THIS POSITION, PLEASE EMAIL YOUR UPDATED RESUME AND COVER LETTER TO HIRING@MARIPOSA.COOP ASAP!

APPLICATIONS WILL BE CONSIDERED ON A ROLLING BASIS IN ORDER TO FILL THIS POSITION QUICKLY.

NO PHONE CALLS. NO ONSITE INQUIRIES.

This position description is a summary of the typical functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description and other duties, as assigned, might be part of the job.