



Lovettsville Cooperative Market Wellness Manager Job Description

Position Summary

The Wellness Manager/Buyer will have a large impact on the success of our coop. They support exceptional customer experiences by ensuring product quality, availability, and by providing prompt, friendly, and caring service. Wellness products are a large part of most cooperative revenue.

Specific areas of accountability include providing excellent customer service, replenishment buying, stocking, receiving, merchandising, providing accurate labeling and signage, health and safety standards, and providing general support to other areas of the store.

The Lovettsville Cooperative Market is looking for a positive, flexible person who shows up each day ready to support their team, create excellent customer experiences, and contribute to an inclusive environment. We are seeking a candidate with basic computer and math skills, including Microsoft Office and other applications. Wellness experience will be very helpful in this position.

Duties

- Managing the Wellness department
 - Supplements
 - Body Care
 - Some General Merchandise
- Choosing the proper items to advertise for effect.
- Buying for the department
 - Choose the vendors based on our requirements.
 - Be the first person of contact for department related issues.
 - Customer questions or concerns

- Vendor questions

- Merchandising the department for maximum sales
- Be able to successfully juggle many vendors and insure they are paid on a timely basis. (The Wellness department traditionally has more vendors than the rest of the departments combined).
- Maintain practices and procedures for daily operations that will ensure a stable, profitable, and growing business.
- Ensure ingredients, product selection for your department is consistent with Lovettsville Food Co-op Mission Statement.
- Ensure all health and safety rules are properly followed.
- Create schedules for you and your staff.

Merchandising and product management

- Ensure an aesthetic, engaging, and comfortable shopping and dining experience.
- Assist in the innovation, coordination, and implementation of effective merchandising plans.
- Work collaboratively across departments to emphasize and deliver dynamic merchandising.
- Foster relationships with vendors and producers to develop effective product promotion and merchandising.

Participation and Leadership

- Practice effective delegation, communication, and feedback.
- Participate with the General Manager in identifying emerging trends and progressive practices, when establishing organizational goals and objectives.
- Advise the General Manager of instances where a policy of Lovettsville Food Co-op should be altered, abandoned, or replaced.
- Assist the General Manager with effectively communicating our vision, mission, and commitment to the community, specifically when it pertains to your department.

Other duties as indicated by the General Manager.

Requirements

- Reliable transportation
- Open availability
- Strong communication skills
- Excellent customer service skills
- A Minimum of 3 years in the natural food industry preferred.
- Knowledge of Organic/Natural food preferred.

- High standard of integrity and reliability
- Although the schedule will be flexible, there will be some morning, and mid-shifts, as well as some week-ends.
- Some of the Benefits
 - 20% discount on all purchases
 - Very good PTO program (Paid Time Off)
 - Holiday pay

Essential Job Functions:

This position requires frequent standing as well as walking, kneeling, squatting, bending, reaching, stooping, pulling, fine motor manipulation, climbing (ladders), lifting of up to 50lbs, and the ability to move around our store and storage rooms, work in varying temperature conditions, with or without reasonable accommodation.