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www.CoopMarket.org

Information Technology & Retail Support Manager

Reports to: General Manager

Position Summary

The Information Technology & Retail Support Manager works with the Grocery Team Leader to oversee pricing and product promotion in order to meet the co-op's objectives for storewide sales and margin. Strategizes overall pricing goals and systems and ensures those systems are implemented and reviewed for efficiency. Coordinates with retail departments on margin creation and analysis and with marketing on appropriate campaigns and promotions. Manages the flow of operations involving pricing and product systems, point of sale software, and sales promotions. Provides IT support to department managers and buyers.

Responsibilities

Customer Service

- Exhibits exceptional service for customers and staff.
- Is available for customer service when working on the retail floor.
- Models excellent customer service for staff and provides excellent internal service to staff and peers using 10/4 rule and Zingerman's recipes for giving great service.
- Learns product locations to find items for customers throughout the store.
- Understands and can explain co-op Ownership and the cooperative difference.
- Encourages and answers all customer suggestions, requests and complaints.

Pricing & Margins

- Defines, develops, evaluates and oversees the implementation of pricing models and strategies designed to optimize revenue, branding, positioning and store profitability.
- Builds partnerships with department buyers, marketing, finance and other key stakeholders to establish pricing programs that align with the co-op's purchasing guidelines.
- Coordinates with department buyers to evaluate product pricing considering the costs of goods and production costs in addition to marketing, shipping, handling, and related expenses.
- Creates, maintains, and implements a system for price changes in all departments.

- Works in conjunction with Merchandizing and Promotion teams to make sure that proper pricing is implemented in a timely and consistent manner.
- Performs routine sales and price audits, checking for accuracy at both the register and at the shelf.
- Inputs and implements monthly sales, Owner Deals and Co+op Basics pricing.
- Implements necessary improvements to shelf tagging system in coordination with appropriate department managers (i.e. visibility, disappearing tags, frequently damaged, shopper confusion, etc.)

Point of Sale Systems

- Ensures full working knowledge of POS system. Works with CoPos staff to ensure database and information security.
- Ensures new products, database information worksheets and sales are entered appropriately.
- Ensures correct retail prices at shelf and in POS system.
- Builds and runs reports and shares them with department managers and buyers on a monthly basis.
- Implements sales and promotions in coordination with managers.
- Updates database records with current costs from Invoices and ensure accurate inventory.
- Generates shelf tags for new products and price changes and corrects discrepancies on shelf tags.
- Maintains register menus.
- Ensures scanning accuracy.
- Provides reports as requested.

Category Management

- Optimizes sales for the store through Category Management Coordination.
- Creates, maintains and implements annual Category Management calendar for all packaged grocery, bulk, perishables, frozen, wellness and household departments.
- Coordinates with Grocery Team Leader and Department Managers for shelf set, department and store resets.
- Maintains awareness of industry trends.
- Analyzes in-house and external product sales reports.

Administration

- Maintains master data file for all products that includes costs, margins and all attributes.
- Monitors local market pricing among competitors regularly.
- Performs all other duties as assigned by General Manager.

Qualifications & Requirements

- Dedication to ensuring the customer has the best possible experience.
- Regular predictable attendance.
- Ability to handle multiple demands.
- Ability to use a variety of computer software programs including Excel, point of sale systems, ordering systems, Dropbox and email systems.
- Willingness and ability to learn and grow to meet the changing requirements of the position.
- General finance experience.
- Understanding of basic financial principles, with a background in IT, in relation to inventory, margins, cost analysis, etc.
- Demonstrated ability to follow through on commitments.
- Communication Skills – Listens well, gives clear directions.
- Understanding of grocery industry key financial indicators.
- Is organized and exhibits meticulous attention to detail.