



CO-OP MARKET GROCERY & DELI

526 Gaffney Road
Fairbanks, Alaska 99701
(907) 457-1023
www.coopmarket.org

Position: Wellness Buyer
Reports to: Grocery Manager

Position Summary:

The Wellness Buyer at Co-op Market is responsible for overseeing the operation of the Wellness Department (including vitamins, supplements, body care, teas and bars). This position is responsible for providing top quality product, with the widest selection and best value possible, and for ensuring inventory control. The Wellness Buyer will provide a safe, attractive, and efficient department staffed with well-trained employees who provide excellent customer service. The Buyer is responsible for achieving positive operating results in the Wellness Department by selecting products to meet objectives for sales, margin, and costs.

The Wellness position is a full-time position (40 hours per week). Days and times vary slightly to accommodate the needs of the store and special events.

Responsibilities

Customer Service

- Provide prompt, friendly, courteous customer service, including assistance with special orders
- Encourage and answer all customer suggestions, requests, and complaints pertaining to wellness
- Take initiative to help customers with product questions
- Provide assistance with special orders
- Provide product information to customers and staff

Merchandising

- Determine product mix to achieve sales and margin goals and to satisfy customer demand
- Keep abreast of new product offerings and changing member needs; adjust product selection accordingly
- Ensure accurate, up-to-date pricing to meet margin goals
- Plan and maintain attractive displays and ensure displays and shelves are fully stocked and rotated
- Visit other stores for price comparisons and product and merchandising ideas

Department Maintenance

- Coordinate returns and credit from suppliers where applicable
- Keep accurate records of product loss and/or received credits
- Keep accurate records of vendors and their product offering
- Order product in quantities adequate to maintain inventory and to reduce loss
- Oversee receiving to ensure that accurate invoicing, pricing, credits and returns, coding, and invoice routing is executed

General Management

- Participate in development of operating and capital budgets for store
- Attend meetings as needed
- Assist as needed with daily operations, routines and procedures
- Assist with quarterly inventory
- Perform other tasks assigned by the Grocery Team Leader

Qualifications

- Familiarity with vitamins, supplements, herbs, natural cosmetics and body care products
- Knowledge of trends in natural foods industry
- Supervisory experience: hiring, training, evaluating, and giving directions
- Excellent communications skills – listens well, gives clear directions
- Ability to manage multiple demands and meet deadlines
- Ability to develop and maintain mutually respectful relations with customers, staff, and vendors
- Ability to work independently and motivate self and others
- Ability to handle stressful situations in a calm, effective manner
- Ability to follow through on commitments and handle multiple demands
- Ability to project friendly, outgoing personality
- Ability to lift 20+ pounds
- Ability to stand for long periods
- Willingness and ability to learn in order to meet the changing requirements of the job