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www.CoopMarket.org

POS/Pricing Coordinator

Reports to: Retail Support Manager

Position Summary

The POS/Pricing Coordinator oversees 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 and oversees flow of operations involving pricing and product systems, point of sale software, and sales promotions.

Responsibilities

Customer Service

- Exhibits exceptional service for customers and staff
- Is available for customer service when working on the retail floor
- Learns product locations to find items for customers throughout the store
- Understands and can explain co-op Ownership and the cooperative difference

Pricing & Margins

- 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
- Updates, 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.

Supervision and Training

- Supervise work performance and conduct of department buyers (Fresh Food, Bulk, Wellness), ensuring compliance with established policies and procedures
- Establish procedures to ensure proper administration of the department's programs
- Model supportive and participatory leadership qualities, promote team building and motivate staff to achieve goals
- Ensure department personnel receive appropriate orientation, training and feedback to perform their jobs
- Write and input monthly schedules per labor budget, store and contract guidelines
- Maintain an in-depth understanding of financial statements and labor budget as related to operations of the department
- Hire qualified applicants, conduct performance evaluations, and take disciplinary action as needed, following established policy
- Manage staff issues, customer complaints, community relations, compliance with store policies, and other administrative duties
- Perform other tasks as assigned by the General Manager

Qualifications & Requirements

- Dedication to ensuring the customer has the best possible experience
- Regular predictable attendance
- Ability to handle multiple demands
- Above average math and budgeting skills
- Knowledge of current trends in the food industry
- 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, in relation to inventory, margins, cost analysis, etc
- Demonstrated ability to follow through on commitments
- Strong communication skills –listens well, gives clear instructions

- Understanding of grocery industry key financial indicators
- Is organized and exhibits meticulous attention to detail
- Minimum of five years of grocery management experience