



JOB OPENING ANNOUNCEMENT

JOB TITLE: WELLNESS CLERK – Regular, FT
DATE POSTED: 4/11/2017
DATE CLOSING: 4/21/2017
DEPARTMENT TEAM: Wellness
HOURS: 32 - 40 hours per week
STATUS: Full-Time; Regular; Non-exempt. Position is health benefits eligible
STARTING WAGE: Level 2; \$12.38 - \$15.47, Entry Level DOE/DOQ

General Purpose:

Wellness Clerks provide excellent, friendly, knowledgeable customer service to shoppers. Wellness Clerks are also responsible for the timely and accurate ordering, inventorying and stocking of wellness products. The Wellness Clerk contributes to team and store goals, sales, margin, and productivity in a spirit of service.

Essential Functions/Responsibilities:

- Stocks and faces wellness department following established guidelines and approved stocking levels.
- Verifies the quality, price, and quantity of orders received. Follows up on product and billing discrepancies, and product damage or shipping errors.
- Verifies inventory levels and ordering per approved stock level guidelines.
- Completes credit slips, contacts vendors as needed.
- Records and tracks all invoices in receiving log.
- Provides product information consistent with DHSEA guidelines (Dietary Health and Supplement Education Act).
- Assists with Wellness Department special orders.
- Supports Member Services Desk by answering phones, and assisting with placing or picking up special orders.
- Answers Wellness Department phones and provides information or directs calls.
- Keeps office and back stock areas clean, organized and safe. Periodically performs more thorough cleaning projects, as scheduled.
- Immediately reports equipment and maintenance issues to Store Manager, SIPS Manager, Maintenance Department or PIC. Disposes of trash, packing materials, etc., and recycles where appropriate.
- Builds product knowledge by reading product labels, trade journals, Healthnotes software and reference books. Samples products as available, and asks questions. Participates in product, vendor training.
- Works with other teams to ensure optimal store operations and customer satisfaction.
- Participates in quarterly store inventories as assigned by dept. manager.
- Attends and participates in all Wellness Team meetings, storewide All Staff meetings and other trainings.
- Conducts product demonstrations as assigned.
- Provides pricing and other product information to marketing department and POS as assigned.

Minimum Qualifications:

Education and Experience:

- High school diploma, GED or equivalent experience required.
- Valid Food Worker Card issued in WA, or acquire within 2 weeks of hire.
- 6 months of successful relevant experience in retail or customer service setting required.
- Experience with selling and/or ordering natural products and supplements, strongly preferred.
- Experience operating office equipment such as a phone, computer, copier, calculator and cash register preferred.

Knowledge, Skills, Abilities:

- Demonstrated ability to effectively communicate and interact with customers and other staff members in a positive manner both in person and over the phone.
- Attention to detail and accuracy with words/text and numbers/prices.
- Ability to work scheduled shifts consistently and to attend department meetings and special events as needed including (when scheduled) early mornings, evenings, weekends and holidays.
- Ability to prioritize and handle multiple tasks with limited direct supervision.
- Strong organizational skills and attention to detail.
- Ability to use basic math to accurately calculate prices, count change, etc.
- Ability to read and comprehend complex product information.

Physical Requirements:

- Ability to lift & move up to 25 pounds regularly during a shift.
- Ability to stand, walk, reach and crouch throughout shift, up to 8 hours at a time.
- Ability to operate office equipment such as a phone, computer, copier, calculator, cash register.
- Ability to use a ladder and step stools regularly.

Application Procedure: Use the fillable PDF application from our website – please carefully follow directions posted there (www.foodcoop.coop), OR, pick up an application at the Member Services Desk of the Co-op. Return completed and signed applications to the Member Services Desk at the Co-op, OR email to hr@foodcoop.coop, OR fax applications to (360) 379-5762 OR mail application to: The Food Co-op, Human Resources Department, 414 Kearney Street, Port Townsend, WA. 98368 **(Questions? Contact Julie Donah at 360-385-2831, ext. 301, or Cara Leckenby at ext. 314).**