



Helping you to live well and be healthy.....naturally!

Position: Wellness Clerk

Status: Full time

Permanent

Salary \$16.90-DOE

Reports to: Wellness & Global Goods Manager

Job Functions: Keep displays, coolers, and shelves fully stocked, clean, and tidy while providing prompt, friendly, and helpful customer service. Foster a team environment while meeting department objectives. Learn about wellness trends and issues and impart knowledge with customers.

Responsibilities:

I. CUSTOMER SERVICE

- A. *Take initiative to assist customers with product questions in a prompt, friendly, and helpful manner, referring them to other staff when necessary.*
- B. Refer customers to third party information resources as needed. Help customers with Health Notes online (or similar) and reference books.
- C. Provide assistance with special orders. When processing deliveries, set aside special orders, match products with special order forms and notify customers in a timely manner.
- D. Read literature assigned by supervisor and stay informed of the latest nutrition and supplement developments.

II. STOCKING

- A. *Rotate older stock to top, making space for new stock. Check for back stock prior to stocking.*
- B. Stock displays fully without over crowding, face items on shelves.
- C. Pull short date or low-quality items and then follow the established procedures for recording and disposing of them in a timely manner.
- D. While stocking, check to ensure shelf tags are in place and correct. Label items accurately with price tags or signs if needed. Report price discrepancies to the supervisor.

III. RECEIVING

- A. Check for damage and unacceptable quality, notify purchaser of problems.
- B. Breakdown pallets of produce and organize in to produce cooler.
- C. Properly rotate stock into walk-in as per instruction from the Manager.

IV. DEPARTMENT MAINTENANCE

- A. Keep shelves, coolers, back stock, and bins clean and in orderly condition. Dust and clean shelves, and product, when stocking. Remove trash promptly, recycle as needed, and sweep and mop floors.
- B. Keep department equipment in assigned area and in working order.
- C. Use equipment safely and inform your supervisor of equipment problems.
- D. Record department shrink promptly and accurately.
- E. Participate in periodic inventory.

V. OTHER

- A. Follow company policies and practice safety on the job.
- B. Perform other tasks assigned by your Supervisor (Manager).
- C. Introduce new ideas for efficiency or products for the store.

Qualifications:

- Willingness and ability to learn to meet the changing requirements of the job. Able to handle multiple demands.
- Experience serving the public. Familiarity with natural foods.
- Able to continuously lift 50 lbs. Able to stand for long periods of time.
- Accuracy and attention to detail.
- Regular, predictable attendance.
- Demonstrates independent working skills and taking initiative.