

**CITY CENTER MARKET  
WELLNESS & GENERAL MERCHANDISE MANAGER  
JOB DESCRIPTION**

**Purpose:** To oversee the Health & Body Care Department with a primary focus on sales, management and merchandising of supplements and personal care products, as well as bulk spices, herbs and teas, and general merchandise. To meet goals for sales, margin and customer service.

**Status:** Reports to General Manager  
Full Time (approximately 32-40 hours/week)  
Pay Level III, hourly

**RESPONSIBILITIES**

**I. CUSTOMER SERVICE**

It is the responsibility of every City Center Market employee to ensure that our customers are well-served at all times. This is done primarily in four ways:

- A. Actively interacting with customers in the aisles on a daily basis so that each customer feels welcome, looks forward to returning, and has their needs met;
- B. Performing the tasks assigned to this position in an exceptional manner;
- C. Actively educating yourself about our products, natural foods, nutrition, and food preparation in order to best answer customer questions; and
- D. Using your time at work productively and efficiently, so as to spend as much time as possible with customers and so that the business' resources are used well.

**II. DEPARTMENT OPERATIONS**

- A. Maintain product inventory consistent with our store brand, product selection policies and customer preferences.
- B. Maintain firm control of purchasing to ensure that sales, margin and inventory goals are met.
- C. Ensure accurate and up-to-date product and pricing information is entered in the POS system in a timely manner.
- D. Ensure that invoices are processed in an accurate and timely manner and according to our accounting procedures.
- E. Handle out-of-stocks, mispicked, short-dated, and missing items according to established procedures. Ensure that applicable credits are obtained.
- F. Process special orders in a timely and accurate manner.
- G. Research new and/or special products and meet with sales representatives and brokers regularly. Negotiate for favorable prices and terms.
- H. Conduct periodic price and product surveys of identified competitors and other co-ops.

**III. MERCHANDISING**

- A. Work with the Marketing Assistant to develop and implement attractive, organized, and well-signed displays to enhance store brand and meet sales and margin goals.
- B. Maintain consistent, accurate and attractive product and price signage in good condition according to store branding standards.
- C. Coordinate product demonstrations on a regular basis.
- D. Provide printed information for staff and customers on wellness products.

**IV. DEPARTMENT MAINTENANCE**

- A. Maintain display and storage areas in a clean and orderly condition, meeting health department standards.
- B. Ensure that backstock storage is maintained in an organized manner and is always clean.
- C. Schedule regular and thorough cleaning of department equipment and fixtures.

**V. PERSONNEL**

- A. Provide work direction to storekeepers in a manner that helps maintain a well-stocked and clean department.
- B. Assist in opening or closing the store as needed or scheduled.
- C. Act as Person in Charge (PIC) 1 or 2 evening shifts per week.
- D. Provide information for staff (storekeepers and managers) regarding department products on an ongoing basis. Provide training for new staff.

**VI. PLANNING**

- A. Plan for seasonal inventory purchases in a timely manner.
- B. Set department sales, margin and labor goals as needed for store budget and business planning.
- C. Maintain knowledge of trends in the natural foods and cooperative industry.

**VII. OTHER**

- A. Participate in quarterly storewide inventory counts.
- B. Attend and participate in Management Team meetings, all-staff meetings, and trainings.
- C. Work with management directives as assigned and in support of the General Manager.
- D. Represent CCM at community events and meetings as requested.
- E. Participate in NCG peer group meetings and report to General Manager, department managers and staff as appropriate.
- F. Perform other tasks assigned by General Manager.

**DESIRED SKILLS AND EXPERIENCE**

- Previous retail department management experience
- Good understanding of retail financial systems
- Strong knowledge of supplements, personal care products & brands, natural and organic products, industry and trends
- Self-directed, creative, independent, thoughtful problem-solver
- Excellent communication skills; including good listening skills and ability to provide clear direction, both written and verbal
- Effective leadership skills, including demonstrated team-building skills
- Ability to handle and prioritize multiple demands
- Good computer skills including word, spreadsheet and database systems
- Willingness and ability to grow and change to meet the changing requirements of the job

**ESSENTIAL PHYSICAL REQUIREMENTS**

- Ability to process information through computer system and POS system
- Ability to read, count and write to accurately complete all documentation
- Ability to move or handle merchandise throughout the store
- Ability to reach, bend, twist, rotate and kneel frequently

- Ability to stand for extended periods of time
- Ability to lift 50 pounds