



Wellness/HABA Manager

Exempt/Non-Exempt status dependent on state law.

Department: Wellness – Supplements, Vitamins and Herbs Compensation Grade: Level 6
HABA – Health and Beauty Aids

Job Summary:

Promote and support the Ukiah Natural Foods vision and mission. Always provide excellent customer service and handle as a first priority. Responsible for attaining positive operating results within department. Provide top quality product at all times. Ensure effective inventory control. Provide a safe, attractive, efficient department, and well trained employees who provide excellent customer service.

Reports to:

General Manager

Essential Functions:

General Responsibilities of Co-op Department Managers

1. Customer Service:

- Be available for customer service when working on the retail floor.
- Learn product locations to find products for customers throughout the store.
- Role model excellent customer service for staff and provide excellent internal service to staff and peers.
- Ensure that department employees provide excellent customer service and receive appropriate Customer Service training.
- Able to understand and explain owner information and ensure the department employees receive Ownership training.
- Encourage and answer all customer suggestions, requests, and complaints pertaining to the department.

2. Personnel Practices:

- Participate in the applicant interview process and in employee selection with the human resource department.
- Ensure that all staff in department receives appropriate orientation and training.
- Develop and maintain useful departmental training materials.
- Ensure staff receives consistent feedback and that staff evaluations are completed properly and on time.
- Provide leadership by guiding, directing, instructing, and motivating staff.
- Maintain an open door, within policy, to allow clear communication and direct staff to the correct resolution channel(s).
- Actively address performance and personnel issues in a timely manner.
- Administer proper personnel actions (training redirection conversations, verbal warning, or written warning) and provide written documentation to Human Resources.

- Keep locked and secure all documents containing employee personal information.

3. Department Management:

- Attend the weekly leadership team meetings (LTM) following established protocol.
- Review/prepare a weekly staff work schedule to cover departmental needs.
- Oversee paperwork and invoices are completed in a timely and accurate manner.
- Ensure that department staff are aware and updated on current policy and procedure.
- Ensure buyers are trained in the proper use of ScanGenius for UNFI orders and computer buyer program
- Ensure all department staff takes the required Passport training classes within specified required times.
- Set departmental goals and develop structure in compliance with the overall store vision.
- Complete in a timely manner all trainings required by state and federal law (such as Sexual Harassment Prevention.)
- Report monthly to the General Manager on the performance and events for your department.

4. Safety and sanitation:

- Maintain working knowledge of processes and solutions for store emergencies.
- Ensure department staff is aware of and follows health and safety rules appropriate to the department.
- Responsible for making sure detailed Incident Reports for on-the-job injuries are correctly completed and submitted to Human Resources.
- Ensure that the department is clean and free of debris.
- Ensure all department staff are trained and monitored in the safe and correct use of equipment and proper lifting techniques.

Specific Responsibilities of Wellness/HABA Manager

5. Products, Inventory Control, and Sales:

- Identify product mix to achieve sales, margin goals, and satisfy customer demand.
- Ensure optimum stock levels of products based upon supplier or store movement reports with input from employees, customers, past history, and professional judgment.
- Conduct periodic price comparisons with other stores.
- Oversee the department purchases, utilizing discounts and promotions from distributors, manufacturers, and sales brokers, with consideration for target inventory turns and controlled shrinkage.
- Develop margins and markdowns leading to positive operating results and provides acceptable explanation of variances from budgets and plans.
- Participate in quarterly inventory count.
- Oversee all department invoices and credit vouchers to ensure all merchandise purchased is priced correctly and prepares credit accordingly.
- Ensure all ordered merchandise conforms to the merchandising policy.
- Ensure all new merchandise is entered into Catapult with accurate costs, vendor information and assigned margin.
- Ensure all special orders for customers are processed promptly.
- Review with department staff quarterly margin reports on sales, turns and margin.
- Remain abreast of changing member/customer needs, new products and trends.

- Develop, maintain and train staff in effective selling techniques.
- Develop and maintain a business network of resources to help provide new and updated information.
- Attend educational and job-related seminars as they become available.
- Order with computer buyer program.

6. Merchandising;

- Ensure proper and attractive displays for the best presentation to customers, making sure displays and shelves are fully stocked, faced, rotated, and clean.
- Check for proper self tags and sale signs are on shelves and displays. Request shelf tags and/or sale signs from POS coordinator as needed.
- Develop and implement effective promotional programs.
- Determine product placement based upon traffic flow.
- Act as UNF's liaison for Co-op Deals Program for the Wellness/HABA Department.

7. Other Duties:

- Perform additional duties as requested by the General Manager.
- Provide product information for customer education section, as well as newsletter, website, customers and staff.

Expectations:

- Attendance – Arrive promptly for all scheduled shifts. Pre-authorize any tardiness or absences with the General Manager.
- Professionalism – Dress and manners are appropriate for a professional retail environment and within Ukiah Natural Foods policies.
- Volume of Work – Demonstrate strong work ethics and optimum performance. Utilize time management and organizational skills.
- Quality of Work – Produce work with neatness, accuracy, thoroughness, attention to detail, and general effectiveness.
- Focus – Work by prioritizing multi-tasks and maintaining focus on your duty-at-hand. Remain aware at all times of other store, customer, and staff needs. Always be friendly but focus conversations on work topics.
- Initiative – Demonstrate resourcefulness, use ingenuity, and be proactive in getting things done while maintaining a productive pace.
- Dependability – Carry out instructions and fulfill responsibilities. Follow through on set plans and goals.
- Customer Service – Greet all customers, employees, and vendors warmly and make eye contact. Perform all customer service at or beyond the expectations stated in the Ukiah Natural Foods customer service policy.
- Teamwork and Systems – Work as a team player by cooperating with all staff and management while demonstrating constructive interaction and communication, as well as positive behavior.

Follow all department and store policies and procedures. Provide and be open to receiving useful feedback. Generate ideas and systems to improve Ukiah Natural Foods.

- Sanitation, Safety & Security – Work safely at all times. Be proactive in maintaining and managing cleanliness and safety storewide. Adhere to all Ukiah Natural Foods safety and security policies.

Responsibility and Authority:

Equipment: This position must have the proper training for all staff in the safety procedures for smaller equipment such as step ladders and box cutters. Additionally this position is responsible for the care and operation of standard office equipment and monitors.

Financial: *Direct responsibility* - This position is responsible for purchasing large quantities of store inventory and the manager must pay attention to pricing, margins, and inventory turn-over to maximize store profitability. *Indirect responsibility* – This position is responsible to train department buyers and receivers in proper inventory receiving, ordering, and pricing procedures. Additionally, Wellness/HABA has direct face-to-face exposure with customers and must supply excellent customer service to maintain customer satisfaction and retain customers.

Business Contacts: Maintain a positive relationship with product vendors and customers.

Supervisory: Oversees all Wellness/HABA department personnel.

Qualifications :

To perform this job successfully, the individual must be able to perform each essential duty and responsibility in a safe and satisfactory manner, and the individual must be punctual and have a good attendance record, and have reliable means of transportation to work. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Knowledge and Skills

Minimum Education:

N/A

Minimum Experience:

- Requires a combination of on-the-job training and experience in less responsible supervisory position(s) including training and employee evaluation.
- Knowledge of inventory control, margins, and pricing.
- Experience with purchasing and receiving in a retail environment.

- Experience reviewing and developing departmental budgets.
- Expanded knowledge of vitamins, supplements, and herbs.

Language Skills:

- Read and interpret documents in English such as safety rules, operating and procedure manuals, and periodicals and journals.
- Write routine reports, correspondence, business letters, summaries, and reports in English.
- Ability to speak effectively in English before groups such as customers or employees.
- Excel in customer service extended to customers, staff, vendors, and community members and proficient in the ability to deal with difficult customer situations.

Computer Skills:

- Sufficient computer skills that will allow use, in a proficient manner, all Company-issued software programs, including but not limited to Microsoft Office programs.

Reasoning Ability:

- Ability to operate independently with minimal supervision and to determine own work priorities within departmental guidelines.
- Ability to handle multiple demands, problem-solve, and research information.
- Demonstrate objectivity, neutrality, and calmness under pressure.
- Possess good organizational skills and attention to detail.

Desirable Skills:

- Knowledge of and enthusiasm for natural foods and products.
- Retail natural foods experience.
- Basic Spanish speaking or comprehension.

Physical Job Description

1. Typical Working Conditions:

Work areas vary depending upon scheduled activity. Areas can include: Office/administrative work usually within an office space for one to two people, which includes computer/key board work. Retail floor work requires prolonged periods of standing with frequent bending or moving throughout the department. Space is air-conditioned but fluctuations may occur because of change in outside temperatures.

2. Equipment Used:

Generally this position operates from within an office using a computer and phone although, it may require attending monthly department or annual staff meetings or presenting training classes. This position requires the ability to work on ladders and stepladders, or with 4-wheel stocking carts and box cutters. This position may also need to use additional office equipment such as fax machine, shredder, laminator, and copier.

3. Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties

of this job, the employee must be able to sit for prolonged periods of time and extended keyboard use and reading of computer screen. The employee is regularly required to: stand or move around the store, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Then employee must regularly lift, carry, and control weight up to 25 pounds. There may be an occasional need to squat or bend and a rare need to stoop, kneel, crouch, or crawl. The employee must be able to see and check store codes and signage. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Analysis of Physical Demands:

ACTIVITY (Hours per day)	NEVER 0 hours	OCCASIONALLY Up to 3 hours	FREQUENTLY 3-6 hours	CONSTANTLY 6-8+ hours
Sitting		X		
Walking			X	
Standing			X	
Bending (neck)		X		
Bending (waist)		X		
Squatting		X		
Climbing		X		
Kneeling		X		
Crawling		X		
Twisting (neck)			X	
Twisting (waist)			X	
Hand Use: Dominant hand ---Right			X	
---Left			X	
Is repetitive use of hand required?			X	
Simple Grasping (right hand)			X	
Simple Grasping (left hand)			X	
Power Grasping (right hand)		X		
Power Grasping (left hand)		X		
Fine Manipulation (right hand)		X		
Fine Manipulation (left hand)		X		
Pushing & Pulling (right hand)		X		
Pushing & Pulling (left hand)		X		
Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Keyboarding with both hands		X		
LIFTING				
0 - 10 lbs.			X	
11 - 25 lbs.		X		
26 - 50 lbs.		X		
51 - 75 lbs.	X			
76 - 100 lbs.	X			
100+ lbs.	X			
CARRYING				
0 - 10 lbs.			X	
11 - 25 lbs.		X		
26 - 50 lbs.		X		
51 - 75 lbs.	X			
76 - 100 lbs.	X			
100+ lbs.	X			
Describe the heaviest item required to carry and the distance to be carried:				