



JOB TITLE: WELLNESS ASSOCIATE

REPORTS TO: WELLNESS MANAGER/LEAD

Revision Date: 11/2021

JOB FUNCTION: To serve as the primary source of information and assistance to customers and maintain Wellness department.

DUTIES AND RESPONSIBILITIES:

- Provide prompt, friendly and accurate customer service and information to customers on uses of Wellness products within legal guidelines.
- Assist customers with special orders and refunds.
- Stock and rotate Wellness overstock.
- Receive and stock Wellness orders in accordance with established procedures.
- Accurately label and price non-scanned department items.
- Keep Wellness shelves, displays, aisles, and storage areas in clean, orderly condition.
- Attend regular department huddles and store meetings.
- Attend vendor sponsored training sessions.
- Familiarity with co-op membership and stay updated on departmental communications.
- Be familiar with storewide policies and procedures and other Wellness products.
- Ensure effective communication with customers and staff regarding out-of-stocks.
- Answer phone and route calls in a prompt, friendly, helpful manner
- Perform other tasks assigned by the Wellness Manager.

OTHER

- Perform other duties as assigned by Department Manager or Store Manager.
- Work in a safe manner, following safety procedures.
- Attend all required Lakewinds training classes.

SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; participate in ongoing training.
- Be proactive in reducing work-related injuries; recognize and solve potentially hazardous situations, and/or bring to the attention of the Department Manager.

QUALIFICATIONS:

- Familiarity with vitamins, supplements, natural beauty products, books & general merchandise.
- Knowledge of natural foods.
- High level cognitive, interpretive or judgment skills.
- Ability to project an outgoing, friendly personality.
- Experience serving the public.
- Interpersonal skills sufficient to work closely with others on a team.
- Ability to multitask.

ESSENTIAL PHYSICAL REQUIREMENTS:

- Ability to communicate effectively with vendors, coworkers and customers.
- Ability to read, count and write to accurately complete all documentation.
- Ability to freely access all areas of the store including offices, selling floor, and stock areas.
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds.
- Ability to lift up to approximately 50 pounds repeatedly.
- Ability to perform the following movements – used in stocking – repeatedly and for sustained periods of time: walking, standing, bending, stooping, and reaching.
- Ability to work varied hours and days.

Disclaimer Notice: The job duties, elements, responsibilities, skills, functions, experience, educational factors, and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. Lakewinds Natural Foods reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or the work environment change.