



We have an opening for a full time: **Haba/Supplement Shift Lead**

Please read the attached job description in its entirety. If you are interested in this position, please complete an application and return it to the Customer Service Desk or mail it to the address below. If you are an in-house staff member, please submit a letter of interest, which should include any relevant experience or skills that are applicable to the position you are applying for, to the Human Resource Department.

Schedule:

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.
37 hours	OFF	OFF	1:00 p.m.- 9:00 p.m.	12:00 p.m.- 6:00 p.m.	1:00 p.m.- 9:00 p.m.	2:00 p.m.- 10:00 p.m.	3:00 p.m.- 10:00 p.m.

Note: There may be times when additional hours or schedule changes are necessary.

Department meetings are announced when scheduled, and dates and times may vary. Department meeting attendance is mandatory.

Wage:

- Starts at \$17.40 per hour.
- Increases to \$17.75 per hour after six months.
- After six-month increase the following increases occur:

Total number of hours worked

Start	Six-Month	2080	4160	6240	8320	10400	12480	14560
\$17.40	\$17.75	\$18.10	\$18.65	\$19.21	\$19.78	\$20.38	\$20.99	\$21.62

2080 hours worked is equal to one year if you work full time (40 hours per week). Increases after 2080 hours worked occur every 2080 hours worked up to 14560 hours.

Benefits:

For all regular status employees:

- 20% discount on store purchases.
- Employee Assistance Program
- Paid vacation time, Extended Illness Leave and Bereavement Leave
- 401(k) Retirement Plan
- Holiday Pay

For employees working 20 – 40 hours per week:

All of the benefits above, plus:

- Life Insurance
- Short Term Disability Insurance

For full-time employees working 30 - 40 hours per week:

All of the benefits above, plus:

- Health Insurance
- Dental & Vision Insurance
- Flexible Benefits
- Long Term Disability Insurance
- Long Term Care Insurance (35+ hours per week)

Application Deadline: Open Until Filled

Questions: Call Human Resources at 541-3663 ext. 207

Date Position Posted: November 19, 2021



HABA/Supplement Lead/Orderer

Supervise and train HABA/Supplement staff to ensure that store product is received appropriately and the department is fully stocked. The HABA/Supplement Lead/Orderer orders products to ensure that the department is fully stocked, and assists HABA/Supplement Manager with category and inventory management. Duties include customer service, stocking, receiving, and maintaining an organized back stock area. The HABA/Supplement Lead/Orderer is also responsible for assisting the HABA/Supplement Manager in running the department to meet goals for sales, margin and turns and labor.

Department: Grocery

Reports to: HABA/Supplement Manager

Duties & Responsibilities

The essential duties and responsibilities of this position include, but are not limited to, the following:

General:

- Conduct on-the-job training for all new HABA/Supp. staff.
- Assist HABA/Supplement Manager with notifying stockers of sales promotions, product changes, specials and all changes in store policies and procedures affecting stocking.
- Ensure safe working practices and safety training for department staff.
- Communicate with other departments to ensure good teamwork.
- In absence of HABA/Supplement Manager maintain log book.
- Facilitate communication between HABA/Supplement Manager and staff regarding department specific items that are important for all staff members to be aware of (orders, product information, etc...)
- Assist HABA/Supplement Manager with pricing of products.

Customer Service:

- Take initiative to help customers with product questions.
- Refer customers to health kiosk or other sources as needed.
- When processing deliveries, set aside special orders, match products with special order forms and call customers.
- Provide product information to customers and staff.
- Provide assistance with special orders and offer prompt, friendly, courteous customer service.

Stocking:

- Oversee stockers in receiving orders.
- Prioritize out-of-stock items to be stocked as quickly as possible.
- Oversee stockers in maintaining all merchandising retail and storage areas in clean, orderly condition: trash and recyclables taken out, boxes removed, surfaces dusted and wiped, spills cleaned up, floors swept and mopped, outdoor and up-top storage areas organized.
- Stock shelves fully without overcrowding; face items on shelves.
- Rotate older stock to front, making space for new stock.
- Pull short-date or low-quality items and follow established procedures for recording and disposing of them.
- Label items accurately with price tags or signs. Report price and product discrepancies to Orderers.
- Maintain stocking lists for later shifts. Notify Orderers of out-of-stocks as needed.
- Check for back stock when stocking.
- Work with HABA/Supplement Manager and manage staff in preparation for inventory counts.
- Communicate with HABA/Supplement Manager about slow moving items.

Receiving:

- Prepare storage areas for incoming deliveries.
- Check deliveries to verify piece count, and check for obvious damage. Notify buyer of discrepancies.
- Help with unloading as needed.
- Sign for deliveries with appropriate adjustments noted on invoice and route invoice to scanning coordinator.

- Expedite getting out-of-stock items out on the floor.
- Move perishable items into cooler as soon as possible.
- Receive orders not handled by other Stockers, following established procedures.

Ordering:

- Inventory current stock and place orders to maintain regular supply of products in the department.
- Review movement reports and make recommendations for discontinuing slow movers to the HABA/Supplement Manager.
- Communicate product and vendor information to HABA/Supplement Manager as necessary, e.g. new products/lines; promotions; out-of-stocks etc.
- Contact brokers for updated product catalogs and pricing information as necessary.
- Data Management: Update pricing information and add or delete information for new or discontinued products on the HABA/Supplement master spreadsheet. Manage department data of existing stock e.g. UPC's, price discrepancies.
- Resolve any issues with product misinformation e.g. UPC's, price discrepancies
- Work with HABA/Supplement Manager on analyzing vendor promotions and place orders to meet the promotional requirements.
- Communicate with Scanning Coordinator on additions and deletions from the POS system.
- Place special orders and call customers with availability, price, etc.
- Maintain and update electronic product files as needed.

Merchandising:

- Maintain attractive, fully stocked and rotated (and faced, where applicable) end caps, shelves, case stacks and displays. Give stocking priorities to HABA/Supplement Staff.
- Ensure accurate, uniform, up-to-date sale signs, by requesting in timely manner.
- Assist HABA/Supplement Manager with shelf or display resets.
- When new items arrive, expedite placement on the floor, in consultations with HABA/Supplement Manager.

Department Maintenance:

- Keep retail display areas and back stock in clean, orderly condition, meeting health department standards.
- Record department shrink promptly and accurately.
- Remove trash promptly, sweep and mop floor.
- Dust and clean shelves and product when stocking.
- Prepare department for inventory counts.
- Maintain department equipment in working order. Monitor cooler temperatures (where applicable) and follow established procedures for handling breakdowns.
- Alert HABA/Supplement Manager of equipment breakdowns or safety hazards.
- Follow safe working practices.

Personnel:

- Set example in areas of proper hygiene, personal appearance standards and behavior.
- Abide by all rules and procedures that HABA/Supplement staff is expected to follow. Ensure staff members are using all necessary forms and systems properly: credit slips, special order forms, shrink and Food Bank lists, etc...
- Give immediate feedback to department employees regarding examples of positive and negative performance. Defer disciplinary action for policy violations to direct supervisor.
- Provide guidance and direction to department employees to ensure productivity and efficiency within the department. Set work priorities and delegate duties for employees in the absence of HABA/Supplement Manager when necessary.
- Identify and communicate performance/disciplinary problems and positive performance of department employees to HABA/Supplement Manager on a regular basis, in addition to providing feedback for evaluations.
- Play integral role in the effective training of new hires, and the on-going training of all HABA/Supp. staff. Assist in the coordination of training.
- Address any training problems that are observed directly with HABA/Supp. staff, making sure that procedures are followed correctly and tasks are performed efficiently.
- Set an example in areas of proper safety and address safety violations by department employees. Assist the HABA/Supplement Manager with new hire orientation and training of stocking and receiving techniques.
- In the absence of HABA/Supplement Manager, ensure adequate staffing of shift by calling appropriate subs in the event of a call-off.
- Maintain confidentiality regarding personnel matters.

Other Responsibilities:

- Answer customer service calls for bagging and carry-outs.
- Answer and route phone calls, take and route messages as needed.

- Attend department and storewide meetings.
- Perform other tasks assigned by HABA/Supplement Manager, Grocery Manager or Manager on Duty (MOD).
- Work toward the goals of the Good Food Store.

Qualification Standards

Education/ Training:	High School education or GED preferred, but not required.
Experience:	Familiarity with natural foods, specifically supplements, health and beauty aides is a plus.
Knowledge/Skills:	Excellent communication skills. Computer skills: word processing and spread sheets. Ability to read financial reports.
Attendance:	Regular, predictable attendance.
Other:	Maintain accurate records. Ability to work closely with others. Must be 18 years of age or older.

Position Requirements

Essential Functions / Tasks:	Requirements:
Physical:	
Vision	Ability to read product labels and to distinguish color for quality control.
Hearing	Hearing required to converse with customers and co-workers.
Sense of Smell	Ability to smell for inspecting product, sanitation standards.
Gripping	Pick up boxes, cans, other products, tools and equipment.
Lifting	Up to 25 pounds occasionally.
Stooping	Stoop and maneuver to pick up boxes from shelving and carts.
Squatting	Squat and maneuver to pick up boxes from shelving and carts.
Push/Pull	Carts/racks weighing up to 200 pounds.
Kneeling	Occasional kneeling.
Climbing	Occasional climbing.
Bending	Occasional bending.
Reaching	Reach overhead, front, side and back.
Equipment Operation	Ability to safely operate equipment.
Carry Objects	Ability to carry objects weighing up to 10 pounds frequently.
Sitting	Occasional.
Walking	Short distances to bring items from miscellaneous areas.
Standing	Prolonged standing.
Mental & Psychological Demands:	
Comprehension	Understands and retains directions.
Reading/Writing	Basic reading/ writing skills.
Speaking	Communicate effectively with co-workers and customers.
Decision Making	Use basic problem-solving techniques.
Attention to Task/Detail:	
Critical Thinking Skills	Organize tasks and set priorities.
Multi-Tasking	Perform and /or direct multiple tasks simultaneously.
Interaction with Others:	
Customer Service	Ability to interact with the public in a positive and friendly manner.
Co-workers	Work cooperatively with co-workers.
General	Maintain composure under all circumstances. Maintain a professional demeanor.