

Job Title: Wine Category Buyer

Purpose/Summary:

Provide an excellent shopping experience for Maple City Market customers in the areas of Wine, Cashiering, and General Store Maintenance. Select, order, price, promote and assist customers with purchases of items in the Beer/Wine department. Maintain appropriate levels of stock and minimize product spoilage to help the Beer & Wine Department meet objectives for sales, margin, inventory turns, labor and customer service. Assist the General Manager and/or Grocery Manager with similar duties throughout the grocery department as needed. Assist Front-End department as needed.

Status:

Reports to: General Manager

Pay Scale: Level I Management, starting wage rate: \$17.05-\$19.56/hr

Non-Exempt

4-12 hours/week

Essential Responsibilities:

I. CUSTOMER SERVICE

- Assist customers with product questions, in prompt, friendly, courteous manner, referring them to other staff when necessary.
- Wow customers with a high level of prompt, friendly, and helpful service!
- Offer suggestions for purchases and ways to prepare products.
- Help customers place special orders.
- Become familiar with co-op policies and products in order to answer customer questions. Refer unresolved questions or problems to appropriate staff.
- Encourage co-op member-ownership and sign-up new co-op member-owners.
- Answer phone call. Take and route messages as needed.
- Demonstrate understanding of products and terms such as organic, fair trade, etc.
- Be an ambassador for customer needs across the store.

II. WINE CATEGORY PURCHASING & MERCHANDISING

- Negotiate with suppliers for favorable prices, terms, quality, delivery, etc.
- Evaluate suppliers and investigate new sources of supply.
- Be aware of industry trends and changes and use this knowledge to choose appropriate products.
- Ensure adequate and timely supply of both regular products and promoted products to keep out of stocks to a minimum.
- Ensure proper receiving of Wine products in accordance with established procedures.
- Implement best practices for margin and inventory management to meet goals.
- Ensure appropriate handling of returns and a system to ensure credit from suppliers for products.
- Ensure bins, displays and shelves are fully stocked and rotated, use store merchandising guidelines.
- Work with General Manager & Grocery Manager to assess merchandising needs of Wine Category.
- Ensure items stocked meet movement standards appropriate for the type of product.
- Review product movement reports regularly and make informed product decisions.
- With General Manager, help set sales, margin and inventory turn goals for the Wine Category. Review quarterly reports, make changes if necessary.

III. GENERAL GROCERY DEPARTMENT

- Receive product deliveries, ensuring order and invoice accuracy.
- Stock, rotate, merchandise and face product according to department procedure.
- Maintain back-stock areas according to department standards.

- Assist in other departments as needed.
- Performs other duties as assigned to meet business needs.

IV. CASHIERING

- Greet customers, smiling and making eye contact.
- Check out customer purchases quickly and accurately, using correct prices and departments.
- Call for back-up as needed so that customers wait as little as possible to be checked out.
- Bag customer purchases as needed and ask customers if they need assistance. For those needing assistance, carry out groceries or call other staff if available.
- Balance cash drawer at end of shift. Open & close out registers following established procedures.
- Inform customers of specials, membership meetings and upcoming store events.
- Issue credits to customers for returned items following co-op policy, and ensure that returns are properly disposed of. Records shrink promptly and accurately.
- Alert manager on duty to potential shoplifters, disorderly customers or other emergencies.

IV. GENERAL STORE MAINTENANCE

- Clean up spills, remove trash promptly, break down cardboard for recycling, sweep and mop floor.
- Maintain all areas of store (interior and exterior) in clean, orderly condition.
- Monitor cooler and freezer temperatures. Advise appropriate manager of equipment problems. Use equipment safely.
- Participate in periodic inventory counts as needed.

Qualifications:

I. REQUIRED

- Has or working toward High School diploma/GED.
- Enthusiastic and interested to work in a natural foods co-op.
- Dependable and communicative. Regular, predictable attendance.
- Able to work a variety of shifts including weekends and evenings.
- Willing to give and receive constructive criticism and praise.
- Able to self-direct, prioritize and follow through on tasks with attention to detail.
- Able to serve the public in a kind, friendly way.
- Able to safely use sharp knives, box cutters.
- Ability to lift up to 50 pounds
- Able to stand, walk, stoop, be actively moving for 4-8 hrs at a time.
- Ability to work in hot or cold, dry or wet conditions.
- Able to read and interpret small-print labels or instructions.
- Able to learn and grow to meet the changing requirements of the job.

II. PREFERRED

- Spanish language proficient.
- Experience in produce, grocery, customer service.
- Familiarity with natural foods
- Experience with spreadsheets

DISCLAIMER NOTICE: All elements of the job description listed above are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other duties as circumstances or conditions of its business, competitive considerations or the work environment change.