

# Menomonie Market Food Co-op Merchandising Coordinator Position Description

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**STATUS:** Pay Level III

**REPORTS TO:** Merchandising Manager

## **JOB SUMMARY:**

The Merchandising Coordinator(s) will select, price, and promote products to meet objectives for sales, margin, and inventory turns, and our Ends Statement, which is to be central to a thriving, healthy community.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

### **I. CUSTOMER SERVICE AND INTERNAL SERVICE**

- A. Provide excellent customer service to our shoppers, making customers' needs the priority whenever on the sales floor or answering the phone.
- B. Share information with our shoppers about MMFC happenings, educational opportunities, and the benefits of co-op ownership.
- C. Provide excellent internal customer service to all staff members, maintaining an attitude of goodwill toward oneself and others.
- D. Help to create a work environment that is cooperative, fun, productive, and safe, and that focuses on solutions instead of problems.
- E. Work to resolve any customer complaints or issues with appropriate department manager and any internal conflicts directly.

### **II. LEADERSHIP**

- A. Model supportive and participatory leadership; promote team building within the staff.
- B. Treat people with consistency and fairness, in a style appropriate to a cooperative work environment.
- C. Ensure that communications are clear, direct, and respectful.
- D. Ensure the integrity of MMFC's Ends Statement in decision-making and interactions with others.
- E. Use correct channels to respectfully resolve interpersonal conflicts.
- F. Act as a model to all store employees by following all policies and procedures and upholding the Ends, vision, and values of the organization.

### **III. PURCHASING**

- A. Place orders to minimize out-of-stocks and overstocks and maximize sales and turnover.
- B. Evaluate performance of products and discontinue slow sellers with approval of Merchandising Manager.
- C. Adhere to co-op product policies when purchasing product.
- D. Suggest new or alternative sources of supply to Merchandising Manager.
- E. Work with scanning staff and Merchandising Manager to ensure accurate, up-to-date pricing in Catapult.
- F. Obtain credit from suppliers where applicable and coordinate returns; see that unsalable items are properly disposed of.
- G. Participate in NCG promotional programs, as assigned.

#### **IV. DEPARTMENT SUPPORT**

- A. Receive and stock product deliveries following store procedures.
- B. Maintain attractive, fully stocked, rotated, and faced sections and displays.
- C. Ensure accurate, uniform, up-to-date department signs as needed.
- D. Participate in product merchandising that follows promotional and merchandising calendars.
- E. Assist with department resets, as needed.
- F. Provide product information to customers, staff, and newsletter.
- G. Offer samples and suggestions for purchase and use of products, as appropriate.
- H. Visit other stores for price comparisons, product and merchandising ideas as assigned.
- I. Attend trade shows, conferences, and workshops as assigned.

#### **V. DEPARTMENT MAINTENANCE**

- A. Ensure that department areas are in clean, safe, orderly condition, meeting health department standards.
- B. Attend department meetings and storewide meetings.
- C. Participate in inventory counts.
- D. Maintain department equipment in working order, and follow established procedures for handling breakdowns. Advise Merchandising Manager or Facilities Coordinator of equipment problems or needs.
- E. Participate in setting performance goals for department.
- F. Perform other tasks assigned by Merchandising Manager.

#### **QUALIFICATIONS:**

- Experience in buying and merchandising preferred
- Knowledge of natural foods and/or wellness products
- Fluency in basic financial concepts; ability to calculate pricing and margin
- Computer literacy, including proficiency with Microsoft Excel
- Ability to stand for long periods
- Ability to work in cold conditions
- Ability to handle multiple demands
- Demonstrated ability to follow through on commitments
- Ability to project an outgoing, friendly personality
- Attention to detail and accuracy
- Ability to communicate respectfully, clearly, completely
- Willingness to work evenings and weekends
- Ability to safely lift 50 pounds
- Regular, predictable attendance
- Willingness and ability to learn and grow to meet the changing requirements of the job