

# On-Call Wellness Clerk

If you are passionate about natural health products and enjoy interacting with customers in a helpful way, while providing excellent service and staying up to date on the latest natural health topics, this might be your chance to join our Wellness department! This On- Call position requires flexible availability.

## SKILLS + QUALIFICATIONS

- Excellent customer service skills
- Technical expertise in all aspects of the Wellness Department (vitamins, supplements, herbs, body care products and natural cosmetics)

## DUTIES + RESPONSIBILITIES

- Customer Service - knowledge of the products carried in stock and reference materials available; offering general assistance to customers; references to appropriate practitioners when applicable
- Ability and desire to direct and suggest product to customers based on customer needs in a friendly and helpful way
- Merchandising – building effective displays to promote department sales
- Stocking/Inventory - communicate with warehouse staff/ wellness receiver regarding deliveries; communicate with Wellness Management team regarding shipment/ product/ customer concerns; stock orders; set up and maintenance of specials displays; check back stock regularly; ensure correct signage throughout the department; maintain appropriate inventory levels for orders delegated by Wellness Management team: regular fronting and facing; daily tasks and cleaning schedule as directed by the Wellness Management team
- Other Duties - as prioritized in the department handbook, information and as a resource for the Wellness Manager, Operations Manager and General Manager
- Comply with the policies and procedures set out in the Employee Handbook and the Health and Safety Manual
- Fill in as required

## WHY WORK AT THE KOOTENAY CO-OP?

Employees of the Co-op are truly unique. Our friendly, talented staff have created a culture of inclusiveness + teamwork, along with a passion for bringing organic, sustainable food to the Nelson area. Employees receive a store discount, health + dental benefits, RRSP contributions, and competitive wages. We value work-life balance, continuous improvement, and maintaining a friendly work environment where each staff member can get involved in making the Co-op a great place to shop & work.

This position has no guaranteed minimum of **hours and yet requires flexibility.** **Shifts start as early as 8am and finish as late as 8pm.**