



JOB TITLE: BULK REPLENISHER

REPORTS TO: STORE MANAGER AND GROCERY MANAGER

Revision Date: 1/2016

JOB FUNCTION:

To order and merchandise products to meet department objectives for sales, margin, inventory turns and customer service.

I. DUTIES AND RESPONSIBILITIES:

- Place orders with established suppliers to maintain appropriate in-stock level and inventory turns, following Lakewinds' product guidelines.
- Receive orders as needed, in accordance with established procedures.
- Coordinate returns and credit from suppliers where applicable.
- Ensure accurate, up-to-date price labeling of department items.
- Place special orders on time staying aware of out stocks, and back orders to ensure accurate reorders, follow-up with customers when product will not arrive in a timely manner, ensure special order guidelines set by Grocery Manager are followed.

II. MERCHANDISING

- Ensure proper product levels to maintain attractive, fully stocked, neatly organized displays.
- Provide prompt, friendly, courteous customer service.
- Work with Department Manager in placement of new products and sales items.
- Ensure effective communication with customers and staff regarding out-of-stocks. Maintain out of stock signs with expected date of arrival.
- Communicate with Department Manager and Bulk Buyer regarding inventory overages and shortages and customer product requests.

III. COMMUNICATION

- Communicate effectively with customers and staff regarding out-of-stocks, displays, product changes, vendor concerns, etc.

IV. OTHER

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

V. QUALIFICATIONS:

- Familiarity with natural foods and gourmet food products.
- Demonstrated ability to follow through on task
- Demonstrated ability to handle multiple tasks.

- Proven communication skills

VI. SAFETY

- Emphasize safety and safe body mechanics in a fast-paced department; provide 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.

VII. ADDITIONAL DUTIES

- Help with daily load if necessary, fill supplies and make sure aisle is dusted/swept before store opens.
- Do UNFI and small vendors orders that are set for each day, Check special orders, ask other buyers for split/shared orders with small vendors.
- Help with small vendor loads when they come in, help in organization of back stock. Check email, voicemail, and notes from customer service. Reply to all. Communicate with other replenishers for any transfers, out of stocks, and anything else that needs to be discussed for that day.
- Help with cleaning/organization of aisle; make sure bins are clean and well kept.
- Coordinate with other buyers on combined orders, especially Frontier
- Take on majority of any daily customer inquiries, so that bulk stocker can concentrate on filling/packaging.
- Work with others on bins, scoop, and jar cleaning/rotations. Communicate what needs to be done and work together to accomplish goals set.
- Coordinate and delegate specific daily tasks to bulk stocker, go over checklists and hold accountability.
- Work and cross train with bulk stocker, train on ordering so they can fill in where needed
- Control back stock and inventories.
- Communicate with Bulk Buyer on any out of stocks, so a replacement can be found as soon as possible. Bring up any ideas on new and exciting products, customer requests and any other feedback that could help our dept. run smoothly.
- Take note of bulk supplies, and communicate what needed to be replaced and/or revamped. Let buyer know of any major purchases that should be made

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 do math computations to figure margins, including addition, subtraction, division, fractions, decimals and percentages.
- Ability to freely access all areas of the store including offices, selling floor, stock areas, and walk-in coolers and freezers.
- Ability to move or handle merchandise throughout the store generally weighing up to 50 pounds.
- Ability to perform the following movements – used in checking stock levels – 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.