

SUPPS and HABA ASSOCIATE

Market Organics is seeking two motivated and inspiring Supplements & HABA Associates to join their team (one part-time and one full-time).

Given that we have a highly motivated team and extremely high standards, we require our supplements and HABA associates to be adaptable, work with a high degree of professionalism and possess outstanding customer service skills. If you have previously worked with supplements, have an amazing ability to merchandise and maintain impeccable standards of floor cleanliness, please submit your resume and cover letter.

In addition to a respectful and cooperative working environment, we offer a competitive compensation package, including a comprehensive health and dental benefits plan after one year full-time service, a generous employee discount, and regular access to industry-related training.

Responsibilities:

- Providing excellent customer service to help retain and grow the clientele base.
- Maintaining good customer relations at all times.
- Communicating with supps/bodycare supervisor about any issues that affect the store or your role at Market Organics.
- Responsible for the cleanliness of both the retail and storage areas.
- Keeping product stocked and rotated on retail floor.
- Keeping current on new products and new information on existing products.
- Support for front line during lunch, breaks, high traffic times, and at close. This may involve bagging, cart and basket collection or duty on the customer service desk.
- Other jobs as required to support store needs.

Principle Duties:

Customer Service

- Help customers as necessary and ensure the smooth operation of the departments and their successful growth. Customer service is of the highest priority in your daily activities.
- Handling customers' special orders. Keeping the paperwork current and accurate. Taking deposits as required, calling customers when product has arrived and ensuring that products in the 'pick-up' boxes are not held over the two week period.
- To stay current with product information and trainings in order to provide the best quality customer service and support.

Area Maintenance

- Daily maintenance of the supplements and bodycare retail and storage areas.
- Ensure all products on shelves and displays are regularly dusted, faced and restocked.
- Ensure that all related areas in the store are clean, organized, and easy to select product from displays and are visually appealing to customers in conjunction with the manager's input.

Marketing

- Ensure that all necessary signage is displayed prominently and is visually appealing and removed as required in a timely manner.
- Being proactive in supporting the promotion of flyers, special events, demos and feature displays.

Product Handling

- Under the direction of the supps/bodycare supervisor, the unpacking and stocking of product as per procedures.
- In a timely manner, reporting errors, discrepancies and damages, handling credit requests and returns as authorized by supps/bodycare supervisor.
- Timely placing of orders under your assignment, and good communication with supps/bodycare supervisor to ensure good stock management.

Essential Job Tasks:

- Must be able to stand and walk for extended periods of time.
- Must be able to bend and stoop to grasp objects and climb ladders.
- Must be able to bend and twist neck and waist, reach above and below shoulders and squat.
- Must be able to bend and lift loads. Push and pull carts.
- Repetitive use of hands for grasping, pushing, pulling, and fine manipulation needed.
- Environmental exposure to extreme temperatures (coolers, ovens, freezer, outdoors, etc.)
- Must be able to lift up to 30lbs.

Market Organics is an equal opportunity employer. Accommodation is available for applicants selected for an interview.

Market Organics is a values-led company with a deep commitment to serving our community. Members of our team are expected to adhere to and champion our corporate philosophy at all times. For more on our company's vision, please refer to our website at www.marketorganics.ca.