



**Job Title:** Department Team Leader  
**Dept:** Wellness  
**Accountability:** Store Team Leader

**Job Summary:** DTL is directly responsible and accountable for the successful operations of the Wellness Department. In accordance with La Montanita policies, DTL will interview, hire, train, and evaluate department staff. He/she will also document, prepare corrective actions, and terminate staff in accordance with La Montanita policies and procedures.

DTL must train staff on store and personnel policies/ procedures, safety issues, job task requirements, product knowledge, record keeping, and customer service. DTL oversees all product purchasing, and promotion planning. He/she will research competitive and industry trends through customer survey, trade journals and comparative shopping. The DTL will develop a mark-up system and pricing strategy in order to meet departmental inventory control and financial goals, which the DTL is responsible for. He/she will also merchandise product using displays, promotions, newsletter articles, and demos.

DTL is expected to perform/demonstrate excellent customer service by implementing systems to promptly address requests, credits, special orders, and questions concerning product and merchandising. DTL should keep informed about membership issues and promote membership whenever possible.

DTL must practice established use and maintenance of equipment at all times. He/she must monitor equipment performance and arrange outside maintenance assistance as needed. DTL is responsible for cleanliness in the department and its workspace.

DTL must identify problems within his/her department and have the ability to either solve it, or bring forth the problem for assistance from a manager.

DTL is responsible for attending and planning for purchaser meetings, supervisory trainings, team meetings, and any other meetings as directed by management.

DTL must personally follow all health and safety regulations and store policies/procedures. He/she is responsible for helping to enforce these throughout the store.

DTL is expected to communicate clearly and respectfully to all staff. He/she must develop teamwork within the department by maintaining a high level of two way communication. He/she must also work cooperatively with other departments to recognize our common goal of success for the whole store.

### **INTERACTION**

External:                      Daily contact with members  
                                      Daily contact with customers  
                                      Daily contact with vendors and brokers

Internal:                        Daily contact with fellow staff members

### **REQUIREMENTS**

- Purchasing experience
- Supervisory experience
- Good customer service skills
- Above average math and budgeting skills
- Ability to lift 50 pounds
- Ability to cooperate as a team member
- Ability to prioritize and work with minimal supervision
- Ability to accept responsibility and accountability
- Ability to communicate objectively, clearly and respectfully
- Other duties as assigned

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**Staff Member Signature**

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**Date**