

**Position Title:** Wellness Leader (Key Holder)

**Locations:** Westlake, OH (Crocker Park)  
Cleveland, OH (Chagrin Blvd.)  
Sarasota, FL (University Park Center)  
Naples, FL (Gateway Shoppes at North Bay)

**Send resume to:** Opportunities@max-wellness.com

### **Summary:**

*Responsible for assisting with creating a retail atmosphere that provides customers and visitors with “Answers for Healthy Living” by show casing Max-Wellness products/service that enhance our customers’ lives by using products for fulfillment, prevention and treatment. This will be accomplished by assisting with customer service, sales, associate interactions, merchandise processing and operational functions. Requires strong leadership skills to train, supervise and lead associates. Focus on driving sales through training, customer service and merchandising presentation.*

### **Essential Duties:**

#### **Customer Service:**

- Ensure customers are provided with highest level of customer service, and answers they need by emphasizing courteous and knowledgeable and confidential assistance which will underscore and perpetuate Max-Wellness reputation for exceeding expectations
- Watch, listen, interact and follow-up with customers to ensure satisfaction and resolve issues, while remaining sensitive to the customers wellness, concerns, issues or maladies
- Model and inspire customer service for associates and promote sales whenever interacting with associates and customers
- Ensure customers are accurately informed about the features and benefits and appropriateness of products

#### **Sales:**

- Assist with ensuring merchandise is sold at company established prices and discrepancies are addressed and authorized accordingly
- Assist with communicating to associates pertinent information on daily, event or seasonal business issues
- Assist by ensuring associates are utilizing suggestive selling techniques and adding on items to sales
- Be knowledgeable of merchandise on the floor as well as in the backroom, including verification of the current selling price
- Communicate any missed sales opportunities to store team, and corporate merchandising staff

- Ensure sales specialists possess knowledge and keep current on all new product information

**Merchandise Processing:**

- Assist with ensuring the store is well stocked, priced and displayed per company standards to maximize the opportunity for sales and provide a pleasant and safe shopping environment
- Assist with the maintenance of floor standards to ensure customer satisfaction
- Understand premium space placement and ensure merchandise displays and promotional items are set accordingly
- Assist by communicating any product outages

**Training and Developing Staff:**

- Assist with training associates on sales, customer service, operations, merchandising, product knowledge and monitor progress
- Assist with addressing any employee complaint, grievances and questions as they arise

**Operations Management:**

- Assist with maintaining company dress code for all associates
- Responsible for assisting with the protection of the company assets; address asset protection issues that may occur in a manner that there is neither a loss to the company nor an uncontrollable situation with the customer
- Performs other related duties as required and assigned or developed

**Requirements:**

- Minimum of two (2) years experience in a retail store environment or equivalent relevant experience
- Possess an ongoing desire for the wellness of our customers and team to stay well to live well through training and education
- Desire and ability to execute all company policies and objectives within the store, ensuring the Max-Wellness Brand and company is well represented
- Excellent communication and leadership skills, and sound judgment
- Detail oriented and strong attention to customer service
- Ability / flexibility to work any and all store open hours

“Max-Wellness LLC is an equal opportunity employer”