

Rite Aid Job Description

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Wellness Ambassador

Reports To:	Pharmacy Manager
Group:	NA
Division:	All
Department:	Various
Section/Cost Center:	Various
Location:	Retail Store
Job Code:	N6 / N7/ P6/ P7
Job Type:	Hourly
Work Status:	Full-time or part-time
FLSA Status:	Non-exempt
Level of Supervision Received:	Moderate
Work Pace:	Customer flow
Internal Customer Contact:	Frequently
External Customer Contact:	Regularly
Creation/Revision Date:	July 2012

SUMMARY

The primary purpose of this position is to serve as a source of information about products and services provided by Rite Aid. The incumbent is also required to perform all tasks in a safe manner consistent with corporate policies and applicable laws.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The associate is responsible for the functions below, in addition to other duties as assigned:

1. Utilize specialized knowledge of product categories to provide excellent customer service and promote health and wellness.
2. Guide customers, with the support of the pharmacist, as they make purchasing decisions on products related to their wellbeing (vitamins, OTC, specialty foods etc).
3. Achieve or exceed sales targets through one on one sales.
4. Consult with the pharmacists to assist customers in the selection of products.
5. Support, embrace and implement new initiatives to support wellness and health trends.
6. Act as a liaison between Rite Aid and the community by performing community outreach activities including immunization outreach, senior citizen center visits, health care provider visits, and fitness center visits.
7. Organize, promote, and facilitate quarterly community health events in the Wellness Format stores.
8. Develop and maintain merchandising displays for the health and wellness categories in accordance with the plan-o-grams.
9. Promote pharmacy and wellness services and support script growth initiatives.
10. Engage customers to complete a vitamin profile to grow the category.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATION REQUIREMENTS

To perform this job successfully, the associate must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required:

Education and/or Experience

High school diploma or general education degree (GED), plus one (1) year experience in the retail or healthcare industry with experience in vitamin and/or OTC medicine; or equivalent combination of education and experience.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or associates. Ability to read, write, and speak English fluently.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common-sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Other Skills, Abilities, and/or Training

The following qualities are required:

- Minimum age of 18 years old for business travel.
- Ability to pass drug test.
- Committed to providing customer service that makes both internal and external customers feel welcome, important, and appreciated.
- Ability to preserve confidentiality of information.
- Ability and willingness to move with purpose and a strong sense of urgency.
- Ability to work weekends on a regular basis.
- Ability to work extended days on an occasional basis.
- Ability to work day or evening hours.
- Accuracy and attention to detail.
- Ability to organize and prioritize a variety of tasks/projects.
- Familiarity with industry/technical terms and processes.
- Ability to work within strict time frames and resolute deadlines.
- Typing speed of 40 WPM.
- Proficiency with the Microsoft® Office Suite (Word and Internet Explorer).

CERTIFICATES, LICENSES, AND/OR REGISTRATIONS

No certificates, licenses, and/or registrations are required for this position.

PHYSICAL DEMANDS

The physical demands described below are representative of those that must be met to successfully perform the essential functions of this job. The associate is:

- Regularly required to do the following activities:
 - Stand dynamically for long periods without a break.
 - Perform continuous operation of a personal computer for four hours or more.
 - Use hands to finger, handle, and/or feel; the ability to type, pick, pinch with fingers, seize, hold, grasp or turn with hands, and perceive attributes of objects and materials, such as size, shape, temperature, or texture, by touching with fingertips.
 - Maintain balance while walking, standing, crouching, or running.
 - Twist upper torso.
 - Reach up and out with hands and arms.
 - Lift up to ten (10) pounds and carry a distance of one hundred (100) feet.
 - Walk about.
- Frequently required to do the following activities:
 - Stand statically for long periods without a break.
 - Stoop, kneel, crouch, and/or crawl.
 - Lift up to twenty five (25) pounds and carry a distance of fifty (50) feet.
- Occasionally required to do the following activities:
 - Remain seated in a normal position for long periods.
 - Climb stairs and/or ladders.

- Lift up to fifty (50) pounds and carry a distance of ten (10) feet.
- Push and/or pull up to fifty (50) pounds a distance of ten (10) feet.
- Rarely required to do the following activities:
 - Lift up to one hundred (100) pounds and carry a distance of five (5) feet.
 - Push and/or pull up to one hundred (100) pounds a distance of five (5) feet.
- Specific vision abilities required for this job include:
 - Close vision (clear vision at 20 inches or less).
 - Color vision and the ability to identify and distinguish colors.
 - Adjustable focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those encountered while performing the essential functions of this job. The associate is regularly exposed to indoor conditions with a moderate noise level.