



GENERAL MANAGER JOB DESCRIPTION

September 28, 2021

Position: General Manager
Status: Exempt, Salaried (\$65,000-\$80,000)
Hours: Full Time
Reports to: Board of Directors

MISSION & PURPOSE

Co-op Market Grocery & Deli works for health and sustainability by providing healthful foods and products, promoting local suppliers, and offering consumer education in an open, community-centered environment, through a viable business. We serve our community and planet with a cooperative grocery business focused on healthful options.

JOB PURPOSE

The general manager is responsible for the store's operations, throughout. Our co-op uses the Policy Governance model of management. This means that the general manager reports to our board of directors, which is elected by the Owners of the co-op. The board sets policies that define the expectations and responsibilities of the general manager.

The general manager operates within the co-op's ends and executive limitations to manage the business for the benefit of Owners, employees, and the community, ensuring that all store operations embody the Seven Cooperative Principles. The general manager has the authority to oversee and lead the store management team, create all in-store policies and procedures, and authorize all contracts, so long as these actions are demonstrably consistent with a reasonable interpretation of board policy.

The general manager's performance will be evaluated through systematic and rigorous monitoring of expectations established in policies set by the board of directors. These policies include

- asset protection
- financial conditions
- business planning and financial budgeting
- staff treatment and compensation
- treatment of consumers **customers**
- membership equity and benefits
- communication and support to the board
- board logistical support
- emergency management succession

A full set of board policies is available upon request.

DUTIES

Board Relations

- Attends all monthly board meetings and finance committee meetings.
- Submits for board approval the outcomes related to the board's overall policies, objectives, and metrics.
- Provides the board with financial and operational reports as required and/or requested.
- Oversees and coordinates the implementation of board policies.
- Provides information to the board within the required time frame.
- Presents materials and ideas to the board effectively and with proper documentation.
- Demonstrates openness to questions, suggestions, and constructive comments from the board.

Financial Accountability

- Establishes operating and capital budgets within the proper timeframe.
- Demonstrates effective budget control.
- Provides monthly financial reports to the board.
- Controls cash flow to ensure regular discounting of bills, enhance purchasing power, meet all obligations when due, and meet all commitments.
- Measures and evaluates department performance and revenue generation to ensure the appropriate contribution to total financial performance.
- Ensures the highest level of credit standing.
- Maintains necessary financial records.

Operations

- Develops policies and procedures to achieve operational excellence.
- Ensures that our customers have a superlative shopping experience by providing high-quality goods and services, local and organic products, and outstanding customer service from well-trained, educated, and motivated employees.
- Ensures that all employees follow best practices for food safety and hygiene.
- Directs and supervises the store management team.
- Reviews achievement of performance and service standards, taking corrective action when needed.
- Works with advertising and promotions staff to strategize the best outcomes for outreach.
- Ensures emergency procedures are followed (e.g., theft, robbery, violence, harassment).

Personnel

- Responsible for the selection, employment, training, performance review, and discipline of store managers.
- Supervises the development of pay and benefit programs.
- Encourages **inclusiveness and diversity by** ensuring employees' involvement in generating new ideas, highlighting and resolving existing problems, and identifying opportunities for improvement for sound policy development.
- Maintains good working relationships with employees and is accessible and approachable.
- Provides fair grievance procedures and clearly communicates them to team leaders and managers.

- Oversees the establishment and maintenance of training programs for job performance, safe working environment, and job advancement.
- Follows storewide expectations, policies, and procedures as set out in the employee handbook. Regularly reviews the handbook and ensures that edits and additions are done promptly.
- Ensures that the co-op meets local, state, and federal regulations regarding wages, hours, and working conditions.

Owner and Community Relations

- Directs and maintains the business as a cooperative entity.
- Obtains necessary input from Owners, stakeholders, and community connections about products, services, and issues affecting the co-op.
- Establishes and maintains excellent owner relations.
- Establishes and maintains ongoing cooperative and consumer goods-related education programs.
- Establishes and maintains positive cooperative profiles in the local community and cooperative community.
- Cultivates and maintains relationships with local food organizations and partners, including local farms and other producers, and related community-based organizations.
- Provides education and support to local officials on matters related to regulations and other policies regarding local and natural foods and products.

REQUIRED EXPERIENCE, SKILLS & ABILITIES

- Five or more years of management experience, with grocery experience preferred.
- Experience managing a people **in a complex environment**
- Experience and ability with building and leading teams
- Strategic thinking
- Commitment to cooperative values
- Willingness to learn and perform all positions in the store
- Skill in establishing and maintaining strong relationships within a diverse community.
- **Excellent interpersonal and communication skills**

PREFERRED EXPERIENCE, SKILLS & ABILITIES

- Ability to effectively use computers, Microsoft Office, web-based communication boards, and electronic mail.
- Ability or willingness to learn use a of Point-of-Sale system.
- Ability to understand, interpret, and present financial data.

ESSENTIAL PHYSICAL REQUIREMENTS

- Fine motor skills required to operate computers, printers, scanners, and other office equipment.
- Periods of sitting and computer usage are required daily.
- Often requires standing, walking, bending, stooping, and occasionally lifting up to 50 lbs.
- Must be able to climb stairs multiple times per day.
- Adjustable focus vision (with or without glasses) for reading detailed pricing information on screens or paper is a must.

Note: This position description is a summary of the typical functions of the job, not a comprehensive list of all possible job responsibilities, tasks, and duties.