

Plainfield Co-op Administrative Manager

The Administrative Manager will ensure a safe, secure, and welcoming store to achieve compliance with practices, policies, and the operating budget. The Administrative Manager will make sure that all Co-op staff are supported, engaged, and have sufficient training and resources to achieve organization goals and objectives. Ideally, this position will be filled by someone who has passion for small business and community development and has prior experience in food retail, operations and financial management, and staff supervision.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Oversee day-to-day store operations based on the goals, objectives, and standards of the organization, including: store floor, warehouse, office, general building and equipment.
- Develop and implement projects, within budget, based on the goals, objectives, and standards of the organization.
- Lead and support all human resource activities at the Co-op.
- Oversee, assist, and supervise managers in planning and performance to achieve goals and objectives.
- Provide a model of supportive and participatory leadership promoting the concepts of team building and empowerment.
- Perform other tasks assigned by the General Manager including, but not limited to, participation as manager of special projects and/or participation as Board liaison and/or as Interim General Manager as directed.

Financial Management

- Advise and support the development and monitoring of annual capital, operating and cash budgets.
- Manage labor and other controllable expenditures within budget. Work with members of the Management Team to improve financial performance.
- Understand and utilize the financial tools and reports available to support operations.
- Support invoice processing and vendor payment tracking, as needed, in conjunction with General Manager and Office Coordinator. Examples include, prepare invoices for processing, sign and/or distribute checks; maintain records of store charges; interface with bookkeeper as needed, etc.
- Oversee all aspects of payroll.
- Monitors daily cash reconciliation process, and revise as necessary.

Store Operations

- Monitor overall store conditions to meet customer service objectives and budgetary goals, in partnership with General Manager.
- Develop and oversee floor and warehouse (storage) activities, including cashier, stocking, customer service, and receiving.
- Oversee floor schedule and ensure adequate staff support for all store and Co-op activities. Be on the floor, as the business demands.
- Facilitate communication between all staff regarding floor activities, with specific attention to floor shift changes.
- Develop and implement operation policies and procedures to support day-to-day store functions.

Human Resources

- Support the development of appropriate staffing structure, position descriptions, pay scales, employee benefits and staffing levels to meet store and co-op goals.
- Develop staff training plan, orientation process, and personnel policies to ensure that organizational training needs are met.
- Oversee hiring of all staff to meet objectives developed by Management Team and established by General Manager.
- Support supervisors in providing strength-based supervision, performance appraisals and discipline.
- Participate in one-on-one performance feedback with supervisors and staff as necessary.
- Develop and maintain a system to facilitate communication between all managers and staff.
- Write and implement personnel policies/employee handbook.
- Ensure confidentiality on all personnel matters.
- Support a positive, ethical, productive and rewarding workplace.
- Help facilitate the flow of information among staff.

Health, Safety & Security

- Understand, implement required programs, manage and monitor compliance with applicable federal and state health and safety laws.
- Ensure that all staff are trained in and follow all organizational safety procedures and guidelines.
- Regularly review security needs of the store and implement facility or procedural improvements, as needed.
- Ensure that the store provides a safe work environment for all staff and customers.
- Plan and prepare for emergencies, including (but not limited to) weather, equipment failure. Work to ensure continuity of operations and minimize financial loss.

Review and ensure adequate legal and insurance support for the Co-op to mitigate financial risk.

General Recordkeeping

- With Office Coordinator, ensure adequate financial, corporate, and personnel records.

Facility

- Provide comprehensive property management, including energy, accessibility, capital repair/replacement, and equipment for store and community center.
- Lead capital planning, in partnership with Building Committee and Maintenance Coordinator.

Board Relations

- Demonstrate an understanding of and commitment to Board Policy.
- Attend some meetings of the Board of Directors, as needed.
- Remain at all times within the Board stated Executive Limitations.
- Work with General Manager, to report compliance to Board policies as required by the Board of Directors.

Membership & Customer Service

- Maintain a store that is welcoming and customer friendly.
- With Membership and Marketing Manager, develop an in-store communication plan to consistently and positively promote ownership and owner benefits.
- Set customer service standards to help the Co-op:

- Resolve customer concerns,
- Anticipate customer needs,
- Respond to request for service and assistance,
- Schedule and post position hours to ensure availability,
- Treat all customers and staff fairly.
- Develop necessary training to ensure the Co-op provides outstanding customer service to its members and customers.
- Monitor key indicators to ensure overall satisfaction.

QUALIFICATIONS

- Minimum of 2 years working in a retail food store or transferrable experience.
- Minimum of 2 years supervising multiple employees.
- Minimum of 2 years managing one or more human resource areas: hiring, training, coaching, conflict resolution, evaluating.
- Experience managing within a budget.
- Excellent attention to detail, especially legal requirements and deadlines.
- Proven ability in team building, including participatory planning and leading others to achieve shared organizational goals.
- Working knowledge of store point of sales systems and ability to utilize and manipulate spreadsheet, data management, communications and other software programs.
- Respect and support for working with a shared management experience.
- Respect and support for the process of working with a Board of Directors.
- Ability to handle multiple demands, prioritize and meet deadlines.
- Desire and flexibility to learn new skills, initiate new projects and shift responsibilities based on staffing levels.
- Demonstrated ability to give and receive feedback and to listen and react appropriately.
- Outstanding customer service skills.
- Excellent written and verbal communication skills.
- Commitment to diversity and a personal approach that values the individual and respects differences of race, ethnicity, age, gender, sexual orientation, religion, ability, and socioeconomic circumstance.
- Commitment to cooperative values and principles.

WORK ENVIRONMENT

- Background music on floor
- Food odors, grain and spice dust, exposure to food allergens
- Outdoor weather conditions (e.g., tasks in loading dock and receiving areas, landscaping, events, construction projects) – occasional only
- Wet and/or humid conditions (e.g., walk-in/reach-in coolers/freezers) – occasional

PHYSICAL REQUIREMENTS

- Ability to frequently move up to 20 lbs. throughout shift
- Frequently stand, walk, squat, bend, sit, balance and rotate body
- Frequently ascend and descend stairs, ladders and step stools
- Ability to do repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to 6 hours per day

- Manual dexterity to handle writing instruments, keyboards, computer mouse, scissors, stapler, etc.

This job description is not exhaustive and may be changed. Staff may be asked to do other work as the Co-op business needs.

STATUS & COMPENSATION

Full-time (35 hours), exempt management position

Starting at \$16-\$18 hourly rate, commensurate with experience, with merit bonus

Please send questions, cover letter, and resume to Jean Hamilton, Board President:

Jean.myung.hamilton@gmail.com