

## Plainfield Co-op General Manager

The General Manager will oversee all aspects of day to day operations and lead the vision and strategies that work towards the co-op's ends developed by the Board of Directors and membership. This position is a great opportunity for someone with experience and enthusiasm for community development, team management, food retail and small business management.

### ESSENTIAL DUTIES & RESPONSIBILITIES

- Establish organizational goals (including store sales goals), performance objectives, guidelines and best practices that are based on Board Policy and strive towards achieving them.
- Oversee all store operations based on the goals, objectives, and standards of the organization. Maintain viable Co-op store within a highly competitive and challenging marketplace.
- Oversee, assist, and supervise managers in planning and performance to achieve all goals and objectives.
- Provide a model of supportive and participatory leadership promoting the concepts of team building and empowerment.

### Financial Management

- Prepares and oversees annual capital, operating and cash budgets.
- Prepares timely, accurate financial statements, with support from bookkeeper.
- Oversee the monitoring and managing of all labor and other controllable expenditures within budget. Monitor deviations and work with members of the Management Team to improve financial performance.
- Understand and utilize the financial tools and reports available to support operations.
- Produce (with bookkeeper) sales, margin and inventory reports. Meet with buyers to review performance in relation to goals and develop action plans for improvement, as needed.
- Provide financial analyses of current operations and projections for future scenarios, as requested.

### Store Operations

- Monitor overall store conditions to meet customer service objectives and budgetary goals, in partnership with Administration Manager.
- Plan and implement all store operations within budget.
- Develop and oversee store design and merchandising plan.
- Help direct and maintain inventory, product mix, and merchandising standards sufficient to meet organizational ends and goals.
- Complete purchasing and manage inventory for some Department(s) based on Buyer capacity.

### Human Resources

- With support from the Administration Manager, identify appropriate staffing structure, position descriptions, pay scales, and staffing levels to meet store and Co-op goals.
- Help facilitate the flow of information among staff.
- Promote a satisfying work environment that supports the values of the Co-op.

### Safety

- Ensure that the store provides a safe work environment for all staff and customers.

## Marketing

- Delegate and oversee work of the Membership & Marketing Manager.
- Support store promotion design.
- Work closely with Membership & Marketing Manager to develop a marketing plan to meet budget and performance targets. Support Membership & Marketing Manager in coordinating the Management Team to execute the marketing plan.

## Board Relations

- Demonstrate an understanding of and commitment to Board Policy.
- Attend all meetings of the Board of Directors.
- Remain at all times within the Board stated Executive Limitations.
- Report compliance to Board policies as required by the Board of Directors.
- Work with Board to establish and achieve strategic plan goals and objectives.

## Membership & Customer Service

- Design, develop, and maintain a store that is well merchandised and customer friendly.
- Evaluate and identify customer service needs and develop necessary training to ensure the Co-op provides outstanding customer service to its members and customers and communicates clearly and effectively to the membership.
- Communicate regularly to membership via quarterly newsletter, annual meeting, etc.
- Monitor key indicators to ensure overall satisfaction.

## QUALIFICATIONS

- Minimum of 3 years managing a retail food store or transferable experience.
- Minimum of 3 years supervising multiple employees.
- Strong preference for those with familiarity with natural foods market, cooperative structures, and the local community.
- Experience with operating, capital and cash budgeting.
- 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.
- Ability to uphold bottom-line accountability for a business.
- 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 and make tough decisions.
- 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

- 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.

#### REPORTING RELATIONSHIP

- Reports to the Board of Directors, which is elected by the Co-op's member-owners.
- Supervises Administrative Manager, Membership & Marketing Manager, and Buyers directly, and all personnel indirectly. Co-leads Management Team with Administration Manager.

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 \$18-\$20 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](mailto:Jean.myung.hamilton@gmail.com)