



## **General Manager Job Description**

### **Overview**

The job of the General Manager is to lead the cooperative so that it achieves the goals and objectives developed by the Board of Directors.

### **Reporting Relationships**

The General Manager reports to the Board of Directors, which is elected by the members of the cooperative. The General Manager has the authority to hire and direct all other staff.

### **Primary Responsibilities**

- **Team Leader**
  - Serve as the leader of the store and work closely with department managers.
  - Foster a positive and constructive working environment for all employees.
  - Communicate and interact with all staff in a fair and forthright manner.
  - Provide a high level of customer service to all owners and customers and ensure we are meeting the needs of our stakeholders.
- **Planning**
  - Coordinate preparation of a business plan with 1-year and 5-year operating, capital, and cash budgets for board approval.
  - Develop long-range development plans that incorporate the business goals as defined by the Board of Directors and fall within established Executive Limitations.
  - Plan and implement changes in store facilities, including budget development and operational implementation.
  - Participate in, leverage resources of, and ensure compliance with commitments to regional and national co-op and industry organizations.
- **Finance**
  - Report to Board on the financial performance of the co-op. Provide financial analyses of current operations and future plans.

- Monitor deviations from budget, take corrective action, and report to Board on actions taken.
- Obtain financing with Board approval. Represent the co-op in negotiating loans, leases, and contracts.
- **Operations**
  - Ensure compliance with all applicable laws: business licenses, permits, health regulations, labor laws, etc.
  - Ensure prompt, friendly, knowledgeable customer service.
  - Ensure cleanliness, safety, and maintenance of the co-op's physical plant.
- **Marketing and Member Services**
  - Approve marketing plan for inclusion in annual business plan.
  - Work with the Board and staff to plan and coordinate co-op sponsored community events.
  - Communicate with membership through available forums (newsletter, social media, events, special mailings, etc.)
- **Human Resources**
  - Ensure development of equitable, legal personnel policies and practices.
  - Ensure timely evaluations for staff based on written job descriptions and performance standards.
  - Take disciplinary action as needed following established policies.
  - Ensure that compensation and benefits reflect the integrity of all work done at the Co-op, taking into account market conditions, regional comparisons, and internal needs.

## **Experience and Qualifications**

- Strong financial acumen including the ability to interpret, construct and manage financial statements and operating, capital and cash budgets.
- Demonstrated ability to lead, build, and support teams and foster a respectful and collaborative team environment.
- Ability to operationalize plans and ensure financial sustainability.
- Excellent people management skills including the ability to provide effective ongoing feedback, coaching, and direction.
- Bottom-line accountability experience for business with minimum annual sales volume of at least \$3 million annually.
- Retail food store management experience, (General Manager, Store Manager, Operations Manager, District Manager). Experience in a natural foods or co-op setting is preferred.
- Experience with managing growth and change.
- Demonstrated commitment to superior customer service and to providing the highest quality shopping experience possible.
- Willing and able to hold people accountable.

- Self-motivated, entrepreneurial thinker.
- Strong problem-solving skills and experience developing and executing plans to improve store operations.
- Adaptable, resilient, and able to keep moving forward in the face of challenges or new information.
- Strong communication skills (written and oral); ability to convey information to various groups (the Board, employees, owners, customers, and the community.)
- Experience working with diverse backgrounds and perspectives.
- Interest in working with a Board of Directors and/or policy governance.

### **Physical Demands**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Environment: Work is performed primarily in a grocery store setting with extensive public contact and frequent interruptions.

Hudson Grocery Co-op is an equal opportunity employer. We support and uphold a policy of equal opportunity for all staff without regard to race, color, sex, creed, national origin, religion, age, marital status, sexual preference, gender identity or expression, political affiliation, height, weight, service in the uniformed services, genetic information, disability, or any other characteristic protected by law.