



cooperatively owned, everyone welcome

**Old Creamery Cooperative Inc.
General Manager Job Description
October 5, 2013**

Summary

The General Manager is responsible for the successful operations of the Old Creamery Cooperative, Inc. (the Co-op). S/he works to ensure that the Co-op meets all financial, quality, and operational goals set jointly with the Board of Directors so that the Co-op continues to be a thriving business and a community asset. Working closely with member-owners, the Board of Directors, an employee management team, and other store personnel, the General Manager articulates short- and long-term direction for the Co-op, monitors progress against goals, identifies and executes needed improvements, and leads innovation and growth.

Reporting Relationships

The General Manager reports to, and is accountable to, the Board of Directors, which is elected by the Co-op's member-owners. The General Manager has the authority to hire, direct, structure, and evaluate all other Co-op employees.

Qualifications

Experience

- Retail store management, preferably in a co-op, natural foods, community market, or similar setting
- Bottom-line accountability for a for-profit business, preferably reporting to a Board of Directors
- Strategic planning, preferably within an organization undergoing rapid growth and change
- Financial management, including oversight of operating and capital budgets and cash flow management
- Human resources, including development of employment, compensation, and professional development policies and practices

Skills & Attributes

- Personal and professional values aligned with Old Creamery Co-op's ends, mission, and values and the International Cooperative Alliance Principles
- Strong personal work ethic and ability to organize time, manage diverse activities, adapt to changing conditions, and meet critical deadlines
- Proven ability to lead and motivate others, with equal skill in team building

- Outstanding customer service skills
- Understanding financial statements and ability to interpret financial statements to laypeople
- Awareness of current issues pertaining to food, such as the local food movement, genetically modified foods, and farming practices
- Proven ability to use technology and systems to increase efficiency, productivity, and effectiveness. Be comfortable using Microsoft Word, Excel, Access, PowerPoint, and Outlook
- Confident, courteous, and professional approach to written and verbal communications
- Demonstrated ability to be entrusted with sensitive information and conduct daily activities with the utmost professionalism and integrity
- 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
- Demonstrated ability to give and receive feedback and to listen and react appropriately
- Ability to be objective, neutral, and calm under pressure
- Willingness to be open, to learn, and to take on new responsibilities
- A sense of humor and a can-do attitude!

Essential Functions

Operations

Our Co-op offers a wide variety of products to meet the diverse needs of the local community, including natural/organic and conventional groceries, locally and regionally produced goods, specialty foods, and other products such as tobacco, newspapers, canning jars, books, candles, beer, wine, and liquor. This product diversity is valued by our community.

- In conjunction with the Board of Directors, develop and implement store operational goals and objectives. Participate in the annual business planning and goal-setting process
- Manage all aspects of store operations, and directly assist with daily store operation activities as needed
- Maintain and develop relationships with current and new vendors
- Manage effective control over inventory, pricing, and merchandising consistent with the Co-op's values and goals
- Ensure cleanliness, safety, and maintenance of Co-op's equipment, building and grounds
- Plan for the Co-op's ongoing operational needs, including technology, facilities, and equipment
- Oversee all expansion, remodeling, and major repair projects within established budgets and timetables

Customer/Community

- Model and ensure excellence and responsiveness in customer service and community/relationship building
- Ensure the Co-op's commitment to the betterment of the community
- Ensure active involvement with local, regional, and national cooperative community and organizations

Human Resources

- Supervise direct reports
- Foster a sense of teamwork and self-direction. Ensure orientation and on-the-job training and staff development. Facilitate the flow of information among staff
- Ensure compliance with personnel policies, laws, and regulations
- Ensure employees understand Co-op operating and employment policies
- Maintain best practices for recruitment, hiring, firing, compensation, training, coaching, supervision, and regular evaluation of employees
- Oversee staff schedules and payroll
- Manage conflict resolution and employee complaints and concerns

Health, Safety, & Regulation

- Provide a safe environment for staff and customers
- Ensure employees are trained in and follow all required applicable safety procedures and guidelines

Marketing/Sales

- Implement store mission and meet profitability targets
- Develop advertising and marketing programs to maximize sales and involvement in Co-op activities
- Check surrounding grocery stores/delis regularly and identify new trends in the industry
- Ensure store information is current and consistent across all marketing mediums
- Plan and manage store promotions and activities, including member-owner discount days, product tastings, seasonal celebrations, and other events

Finance

- Ensure that operating and capital budgets and financial projections are approved by the Board
- Direct all financial operations of the cooperative. Obtain financing as directed by the Board
- Meet with appropriate staff to review store performance and plans for meeting goals; take timely corrective action as needed
- Monitor and manage budget

- Ensure regular reports on the Co-op's financial status and performance, to appropriate staff, committees, Board, and lenders
- Ensure that the Co-op's assets are safeguarded from loss
- Manage capital expenditures in accordance with Board policies
- Represent Co-op in loans, leases, and contracts
- Manage relationship with suppliers
- Plan for the Co-op's financial future, including ensuring bank and member-owner loans are paid according to schedule, securing new sources of equity and working capital as needed, and positioning the Co-op to distribute patronage rebates as soon as is feasible

Membership

- Promote, monitor, and support membership in the Co-op
- Ensure that Co-op members remain informed about the Co-op's status, needs, and activities
- Ensure overall member satisfaction

Board

- Coordinate preparation of annual operating plan that outlines clear and measurable ways to meet ends and goals identified in the business plan. Annual plan should include operating, capital, and cash budgets
- Participate with Board in development of long-range plans, and work closely with Board President on Board issues
- Maintain effective communication and working relationships with Directors and Officers
- Prepare reports and analyses on business performance and compliance with board policies, and progress toward meeting goals
- Effectively follow up on Board concerns
- Advise Board immediately of any risk exposure

This description is intended to outline major responsibilities, and the general nature and level of work being performed by person assigned to this position. It is not intended to be an exhaustive list of all responsibilities, duties, and competencies. Other duties may be assigned.

The Old Creamery Co-op values excellence and diversity in hiring and is an equal opportunity employer (EOE).