

GENERAL MANAGER JOB SUMMARY

Purpose: To manage co-op operations to meet the goals and objectives set by the Board of Directors and their policies.

Status: Reports to Board of Directors.
Supervises: Information Technology Manager, Operations Manager, Foodservice Manager, Marketing and Member Services Manager, Merchandising Manager, Human Resources Director

Responsibilities:

I. PLANNING

- A. Coordinate preparation of annual business plans, including: operating, capital and cash budgets, marketing plan, wage, and benefit package.
- B. Provide Board with information and support in development of long range plans.
- C. Keep Board informed of threats and opportunities in co-op's market.
- D. Set measurable objectives periodically for all managers.

II. FINANCE

- A. Report to Board on financial performance of co-op. Provide financial analyses of current operations and future plans.
- B. Ensure preparation of annual capital, operating and cash flow budgets by agreed upon times.
- C. Monitor deviations from budget and take corrective action to meet established goals.
- D. Obtain financing as directed by Board. Coordinate preparation of loan proposals and negotiate with financial institutions for favorable terms.

III. OPERATIONS

- A. Ensure compliance with all applicable laws: business licenses, permits, health regulations, labor laws, etc.
- B. Oversee expansion, remodel and major repair and maintenance projects.. Negotiate with landlord as needed.
- C. Negotiate purchase, lease and service contracts for equipment.
- D. Ensure adequate insurance for co-op and maintain security of building, equipment and inventory.
- E. Coordinate the development of store policies and procedures as needed.
- F. Ensure operational effectiveness at all levels.

IV. HUMAN RESOURCES

- A. Ensure development of policies that are cost-effective, equitable and legal.
- B. Ensure orientations and on-the-job training for all staff.
- C. Ensure timely evaluations for all staff, based on written job descriptions and performance standards.
- D. Ensure a safe, healthy workplace for employees.
- E. Ensure employee handbook is current and up to date.
- F. Ensure staff development training to retain and promote qualified employees.
- G. Approve all pay increases for all employees.

VI. MEMBERSHIP

- A. Maintain contact and communication with PFC members.
- B. Grow membership to meet organizational goals.
- C. Foster and encourage member participation in PFC.
- D. Integrate member feedback.

VII. PROFESSIONAL AFFILIATIONS

- A. Organize Management Team meetings.
- B. Participate in local networking opportunities.
- C. Participate in regional and national Co-op events.
- D. Perform other tasks assigned by the Board of Directors.

QUALIFICATIONS

- Good communication skills, written and verbal.
- Demonstrated initiative, leadership ability.
- Ability to handle multiple demands.
- Demonstrated ability to follow through on commitments.
- Retail experience
- Supervisory experience: hiring, training, evaluating, firing.
- Knowledge of current trends in the natural foods industry.
- Ability to interpret financial statements.
- Willingness and ability to learn to meet the changing requirements of the job.