



# CO-OP MARKET

FAIRBANKS COMMUNITY COOPERATIVE MARKET

## General Manager Job Description

**Purpose** - To oversee all aspects of day to day Co-op operations, and to meet organizational ends established by the Board of Directors, while remaining within Board defined limits and aligned with the Co-op's mission statement.

**Status** - Full-time, salaried management position that reports to the Board of Directors directly.

**Supervises** all departmental managers directly, and all personnel indirectly.

### **Responsibilities include but are not limited to:**

- Establish organizational 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.
- Oversee, assist, and supervise all department 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 Accountability**

- Participate in and oversee the preparation of all annual budgets.
- Oversee the monitoring and managing of all labor and other controllable expenditures within budget.
- Understand and utilize the financial tools and reports available to support operations.

### **Operations**

- Monitor overall store conditions to meet customer service objectives and budgetary goals.
- 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.

## **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.
- Monitor key indicators to ensure overall satisfaction.

## **Human Resources**

- Develop staff training plan, pay scale, position descriptions, staffing structure, orientation process, employee benefits and policy manual to ensure that organizational training needs are met.
- Hire management staff and oversee hiring of all other staff.
- Develop and maintain a system of staff feedback designed to facilitate communication within and among departments and participate in direct one-on-one performance feedback with supervisors and staff as necessary.
- Help facilitate the flow of information among staff.

## **Safety**

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

## **Board Relationship**

- 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 annual goals and objectives.

## **Store Promotion**

- Coordinate store information with website.
- Plan and manage store promotions.
- Design and maintain a marketing campaign within budget to maximize local involvement and increase sales and membership.

## **Qualifications**

- Minimum of three years of retail grocery management experience.
- Experience with operating, capital and cash budgeting.
- Supervisory experience of managers and others with hiring, training, evaluating, compensation and firing.
- Working knowledge of store point of sales systems and computer literacy.
- Respect and support for the process of working with a Board of Directors.
- Ability to handle multiple demands and make tough decisions.
- Excellent written and verbal communication skills.
- Sense of urgency
- Commitment to cooperative values and principles

## **Salary**

- Six month trial period.
- Salary and benefits based on experience
- Incentive program
- 21 days of combined vacation and sick time;
- Observed holidays for Thanksgiving, Christmas, New Year's Day, Memorial Day, Independence Day and Labor Day.