

Food Front Cooperative Grocery Store is seeking a GENERAL MANAGER

Food Front has been a landmark destination on Portland's Westside for nearly 50 years, bringing local, organic, and sustainable products to the city center. Today, as the natural food industry landscape changes, there are challenges for the co-operative sector. We continue to make strides toward financial sustainability while providing a true customer alternative and a market for small, regional vendors. We're seeking a General Manager (GM) to support Food Front Cooperatives' financial success through a commitment to building a strong cooperative that will serve Portland's NW community for years to come.

POSITION SUMMARY

The GM is responsible for the successful overall management and operation of Food Front Cooperative Grocery Store in accordance with its core mission and cooperative values. This includes strategic planning, board relations, financial operations, human resources, leadership, contracts and compliance, public relations, co-op governance support and other responsibilities related to effectively managing the Co-op. This role reports to the Board of Directors.

FLSA status: Exempt

Supervises: HR and Payroll Generalist, Accounts Payable, Pricing Team, and Operation Team Managers (Grocery, Wellness, BWC, Deli, Meat and Seafood, FE and Produce).

What you should LOVE to do:

- Solve tough problems with ingenuity and cheer
- Spend time on the floor working with the team in various ways
- Interact with customers and deliver exceptional customer service
- Get excited about financial details, and meeting financial goals (sales, margin and labor)
- Grow sales and control costs
- Identify, hire, and train talent
- Provide General Marketing strategy
- Merchandising and selling
- Be an integral part of your local community
- Be committed to the Co-operative principles
- Work cooperatively with all levels of staff and the Board of Directors

DUTIES AND RESPONSIBILITIES

Governance. You have what it takes to stay on top of a multi-million dollar grocery business. You're comfortable being in the details, but you also know how to delegate and coach, leaving you enough time to think, act and lead strategically. When it's time to report to the board, you can speak to the business with confidence and transparency. You own your key business metrics and associated goals, and if you're

missing your goal, you can build a plan to close those gaps, and measure progress and effectiveness.

Customer Experience. Customers are our lifeblood. Prompt, friendly, professional and courteous service is a key competitive advantage for our cooperative. You think in a customer-centric way and you know how to rally an organization to embrace a customer-focused mindset. You ensure an inviting store atmosphere and environment for all people of all diverse backgrounds and in accordance with the Co-op's customer service standards.

Strategy. Success in this role requires long-term strategic thinking. You'll take a lead role with the Board in proposing and developing an organizational strategy that meets our Ends Policy. Develop tactical plans, goals and objectives that align with that strategy, and then oversee implementation of store operations - from IT to marketing, human resources, finance, and more. Build and maintain an annual business plan, and support reporting directors in developing specific plans for their departments and other reports and documents as needed.

Operations. You know what levers to pull to ensure operational excellence. You'll use your grocery/retail ops experience to make sure store retail departments operate effectively and efficiently, and meet sales, margin, labor and inventory targets. You'll differentiate the Co-op via innovative selection and merchandising, monitor inventory management programs and practices, ensure IT ops meet operational needs.

HR. You'll maintain, establish and monitor personnel policies that mitigate organizational risk and meet operational goals. And you'll interact with the collective bargaining unit as needed and as required by the collective bargaining agreement.

Financial Management. You understand the building blocks of the P&L, and how it describes the health of your business. You're able to generate the right reports for yourself, for your team and for the board, to drive understanding of where we are and where we need to get to. You react as needed to ensure the continued financial recovery success of the co-op, and ensure responsible stewardship of the co-op's assets.

Contracts and Compliance. You'll serve as the point of contact for other organizations and for legal compliance, including the union representing much of the Co-op's workforce. That means maintaining existing contractual obligations and ensuring favorable terms on new contracts. You also ensure organizational compliance with government regulations (e.g. labor, work safety and food safety).

Facilities, Safety, and Security. You'll help maintain a safe environment by building and monitoring programs for facility security and maintenance, safety and loss prevention, and ensure your direct reports do the same, including prompt response to safety and security concerns brought to your attention.

ESSENTIAL SKILLS & EXPERIENCE

- 3+ years of experience in retail grocery management, including staff management
- Experience working with a Board of Directors
- Experience managing financial statements and projections.
- Experience working with Union Representation.
- Previous experience creating and developing effective procedural standards.
- High School diploma, GED or equivalent certificate.
- Superior oral and written communication skills, ability to communicate with people of diverse backgrounds
- Effectively present information in one-to-one and small group situations to customers and other employees.
- Strong math ability - understand the equations, reports and financial terms used in grocery retail management systems.
- Strong reasoning ability - apply common sense understanding to carry out detailed written or oral instructions, deal with problems involving few concrete variables in standardized situations.
- Excellent prioritization skills - you know how to prioritize multiple demands and stay focused on what's important
- Computer Skills - Microsoft Word, Excel, Email, G-Suite
- Ability to travel occasionally - may include overnight stays for several days (e.g. training opportunities)

ESSENTIAL PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Frequent Physical Demands

- a. Sit and review information on a computer screen or on paper for long periods of time.
- b. Stand for extended periods of time.
 - c. Use hands to grasp, handle, or feel.
 - d. Reach with hands and arms.
 - e. Walk, climb, or balance and stoop.
 - f. Lift and move up to 25 pounds.
 - g. Public speaking in small to large group settings.
 - h. Talk and hear.

2. Occasional Physical Demands

- a. Lift and move up to 50 pounds.

3. Specific Vision Ability

- a. Close vision, distance vision, peripheral vision, and depth perception.

4. Must be able to work mornings, afternoons, evenings, nights and weekends as needed.