



Quincy Natural Foods Cooperative Job Description - General Manager

STATUS: Full Time, Administrative, Salaried/Exempt

PAY RATE LEVEL: Per Annual Contract

REPORTS TO: Board of Directors

Position Summary: The General Manager is responsible for operational leadership of the Co-op, planning for successful growth, and implementing the goals and objectives established by the Board of Directors (Board), QNFC Strategic Plan and Mission Statement, and QNFC bylaws, as they apply to all store locations.

The General Manager will supervise, oversee and lead the management team to:

- Ensure operational excellence in all areas of the business.
- Provide consistently high levels of customer service from well-trained and helpful employees
- Be supportive of a thriving, ethical, sustainable and economically sound business that benefits our members, employees, community and stakeholders.

ESSENTIAL DUTIES:

I. LEADERSHIP

A. Understand, support, and reinforce:

- The co-operative business model, including co-operative principles and values
- Quincy Natural Foods Co-op's Mission, Vision, and Strategic Plan
- Quincy Natural Foods Co-op's product standards
- Quincy Natural Foods Co-op's customer service standards
- Workplace positivity and accountability.

B. Maintain comprehensive knowledge of, and ensure compliance with, regulatory rules and standards relevant to the organization.

C. Act as a model for all employees, abiding by all co-op policies and procedures outlined in the Employee Manual and other guidelines.

D. Demonstrate cooperation and professionalism, ensuring the integrity of Quincy Natural Foods Co-op's values, principles, and standards in decision making and interactions with others.

E. Support all locations by serving as Manager On Duty when needed, providing policy reminders, safety instruction, workplace oversight and general support to staff.

F. Actively seek out and create educational and talent development opportunities to increase the skills and knowledge of all employees.

G. Approach problem solving as a collaborative team effort when appropriate.

H. Consistently attend all management team meetings, and general staff meetings.

I. Follow procedures in the case of emergencies (such as fire, power outages, and evacuations), injuries and workplace violence, and non-emergency situations such as shoplifting and disruptive behavior.

J. Comply with the requirements of QNFC's Illness & Injury Prevention Program and address employee concerns and questions related to the IIPP.

II. PLANNING

- A. Coordinate preparation of capital, operating and cash budgets, for final board approval.
- B. Coordinate long-range planning processes with the Board.
- C. Investigate new business opportunities, and make recommendations to the Board on expansion, relocation, acquisitions, and conduct negotiations as agreed.
- D. Set performance objectives for managers and departments.

III. FINANCE

- A. Conduct a profitable business.
- B. Provide regular financial reports and analysis to all necessary parties.
- C. Monitor deviations from budget and take corrective actions.
- D. Approve budgeted capital expenditures under \$5,000.
- E. Develop proposals and negotiate for financing as needed.
- F. Coordinate quarterly or semi-annual inventory counts.
- G. Negotiate with financial institutions all banking accounts, interest and service rates, financing and merchant card services.
- H. Negotiate financing and terms for building, improvements on building and member-owner loans.
- I. Negotiate terms with vendor creditors and A/P accounts.
- J. Negotiate lease agreements for all co-op properties.
- K. Ensure timely Federal, State and County tax return preparation and payment.
- L. Strive to meet margin, labor, and other financial targets established in the Annual Budget as approved by the Board.

IV. OPERATIONS

- A. Coordinate multi-store operations and provide guidance to multiple store managers to support operational consistency, collaboration, and adherence to procedures, goals, and objectives.
- B. Oversee expansions, moves, major remodels and repair and maintenance projects. Negotiate improvements and repairs to buildings and facilities with contractors as needed.
- C. Negotiate purchases, leases and service of all equipment and/or leased office space.
- D. Establish maintenance and security plans for all co-op owned, leased or rented properties.
- E. Maintain adequate insurance for all co-op operations and properties.
- F. Keep and store accurate records of all business operations.
- G. Ensure that the grounds are well maintained.
- H. Implement appropriate recycling practices for all waste and disposal.
- I. Ensure lessees are in compliance with all state and county regulations which impact QNFC.
- J. Monitor and regulate energy usage.
- K. Ensure that product standard guidelines are adhered to in purchasing decisions, and that the standards are relevant to the current state of the industry.
- L. Ensure that all operations are in compliance with any and all recommended best practices regarding the health and safety of employees and customers during pandemics, natural disasters or emergency situations.

V. MARKETING/MERCHANDISING AND PUBLIC RELATIONS

- A. Maintain a positive co-op public image.
- B. Maintain a coherent and positive in-store image.
- C. Oversee promotions and storewide merchandising.

- D. Coordinate public events sponsored by QNFC.
- E. Oversee advertising program.
- F. Act as public spokesperson for the co-op or delegate other staff as needed.
- G. Ensure responsiveness to customer and member-owner suggestions and concerns.
- H. Ensure a high standard of customer service.
- I. Ensure excellent relations with service providers, suppliers and distributors.

VI. HUMAN RESOURCES

- A. Ensure development and implementation of legal, equitable personnel policies.
- B. Hire, evaluate and compensate designated staff, following established policies.
- C. Ensure orientations and on-the-job training for all staff.
- D. Promote a safe, healthy workplace for employees.
- E. Establish channels for employee input and recognition.
- F. Ensure planning for staff development to retain and promote qualified employees.
- G. Approve pay increases for employees within storewide payroll allocation and update wage scale annually, or as needed.
- H. Ensure good relations between staff and management.
- I. Maintain coordination of employee benefit programs described in the personnel handbook.
- J. Ensure that local, state, and federal regulations regarding wages, hours, and working conditions are met.

VII. INDUSTRY AND COMMUNITY INVOLVEMENT

- A. Participate fully in the National Cooperative Grocers organization (NCG).
- B. Participate in appropriate industry organizations.
- C. Maintain positive relations with community business organizations and agencies.
- D. Maintain positive relations with neighboring businesses and residents.
- E. Support coordination and involvement in appropriate community events.

VIII. MEMBER RELATIONS AND PROCEDURES

- A. Oversee member procedures and policies.
- B. Ensure transparency between store operations and members.
- C. Ensure processing of new and renewing members on a regular basis, and oversee processing of share withdrawal forms and procedures as approved by the Board.
- D. Ensure maintenance and accuracy of member files, mailing lists and other member information.
- E. Oversee newsletter publication and member-owner communication distribution.
- F. Oversee working member programs.

IX. BOARD OF DIRECTORS

- A. Carry out Board directives and policies.
- B. Keep the Board informed of all pertinent matters related to QNFC, such as impending legal actions and documented serious violations of regulatory agencies.
- C. Contribute information and advice in support of decision-making.
- D. In collaboration with the Board president, assist in planning Board meeting agendas.
- E. Attend Board meetings, Executive Committee meetings, Finance Committee meetings, and other meetings as requested by the Board.
- F. Be the communication liaison between the Board, Management and Employees.
- G. Participate in and contribute to Board orientation and education as appropriate.

- H. Maintain open communication with the Board and actively work to strengthen Board – GM relations.
- I. Ensure quality control on all materials that are sent to the Board, i.e., correct and timely delivery of information, minutes, and financial data.
- J. Provide bi-annual performance progress reports to the Board.
- K. Provide monthly reports to the Board summarizing financial, operations, member services, and other pertinent information.

DESIRED QUALIFICATIONS

1. Two to five years of retail management experience, preferably in a grocery and/or cooperative business, including merchandising, marketing, and operations.
2. Supervisory experience, including hiring, training, evaluating, compensating and termination.
3. Associate or bachelor's degree with a business emphasis is preferred.
4. Planning and budgeting experience.
5. Effective communication and interpersonal skills: ability to speak and write clearly in English; give and receive feedback; and communicate clearly, directly, respectfully and honestly.
6. Demonstrated initiative and leadership ability to: 1) articulate a vision and create opportunities to carry out that vision; and 2) effectively build and lead a team.
7. Skilled at participatory decision-making and conflict resolution; ability to take responsibility for making difficult decisions.
8. Knowledge of natural foods and products, and organic standards.
9. Demonstrated ability to handle multiple demands, work under time pressures, and meet deadlines; able to prioritize, be well-organized, and adapt to changing circumstances.
10. Ability to understand, interpret, and present financial data.
11. High level of personal integrity: trustworthy, confidential; responsible guardian of assets and proprietary sensitive information
12. Outstanding customer service skills and aptitude, with demonstrated appreciation of diverse cultures and backgrounds.
13. Proficiency with the use of computers, internet, Excel, Word and retail programs. Familiarity with Quickbooks or other accounting programs
14. Availability to work early mornings, evenings and weekends if needed.

WORK ENVIRONMENT

1. Office environment is relatively quiet: occasional noise due to meetings, visitors, etc.
2. Store work environments are often fast-paced and physically-demanding.
3. Occasional job-related travel for training, meetings, and/or events.
4. May involve work:
 - a. near moving mechanical parts (i.e. store equipment, tools, etc.)
 - b. in cold/hot climate areas (i.e. outdoors, walk in cooler, freezer.)
 - c. in an environment with moderate to loud noises (i.e. equipment and machinery)
 - d. in crowded work spaces. Computer sharing may be required.
 - e. in high precarious places (i.e. ladders, ladder work.)

ESSENTIAL PHYSICAL REQUIREMENTS

1. Ability to lift 20 pounds unless restrictions apply.
2. Normal eyesight and hearing ability.
3. Standing, walking, bending, sitting, reaching.
4. Using hands or fingers to handle or feel.
5. Ability to work at laptop or computer for extended periods of time.

6. Use of sharp cutting instruments.
7. Ability to climb up and down step stools, stairs, ladders.
8. Ability to work in hot, cold, and wet climates.
9. High level of maneuverability.
10. Ability to stand for extended periods (up to four hours with breaks).

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors, requirements, and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or a work environment change.