



Store Manager

Reports to:	General Manager
Supervises:	Center Store Manager, Wellness Manager, Produce Manager, Meat Manager, Deli Manager, Mercantile Manager, Garden Manager, Front-end Manager and PIC Support.
Works closely with:	GM, Human Resource Manager, Food Service Director, Marketing Manager, Finance Manager, Category Manager
Status:	Full-time; Exempt
Purpose:	Direct and manage operations and department managers at Food Store to meet objectives for sales, margins, labor, and customer service. Assist the General Manager (GM) with planning; uphold the GM's vision for SVFC with respect to product offerings, merchandising and service. In conjunction with the GM oversee Facility and maintenance administrative functions. Maintain a safe environment for shoppers and staff.
Punctuality Level:	ADAPTABLE: ON TIME means GENERALLY present and ready to work when your shift begins. Communicating to those who need to know about arrival of an hour or more different from schedule is required.

General Responsibilities of Co-op Managers

Management Practices

Leadership

- Uphold the mission and values of the Skagit Valley Food Co-op; understand the co-operative principles and business model. Embody and foster integrity, and pride in the Co-op.
- Ensure that you and your staff provide friendly, genuine, and knowledgeable customer service to customers, vendors, other staff and peers.
- Ensure that you and your staff keep current on Co-op policies and procedures, and other information specific to your department.
- Continue to develop your own skills and behaviors as a manager.
- Keep confidentiality as directed or as seems appropriate to the situation.
- Exhibit the professionalism, knowledge, and confidence to make good decisions day-to-day, and to lead in difficult and emergency situations.
- Build a team of goal setting, self-motivated people who are committed to Co-op values, mission statement and objectives.
- Practice clear, professional, and proactive communication with all staff at the Co-op, and all vendors and others outside of the organization.



- Actively participate in meetings following established ground rules.
- Communicate departmental or organizational changes positively and with enthusiasm, and the knowledge to explain the “why.”
- With your manager, proactively plan to adapt to changing circumstances and market environments.
- Ensure that staff has access to a manager or lead, preferably within your location, during all shifts.
- Set clear standards and expectations, ensure that staff understand them and have the training and tools needed; promptly address performance and behavioral issues.
- Consistently hold staff to the same standards.
- Whenever possible, encourage staff to take ownership over their performance and development, under your guidance and supervision.

Staff Management and Support

- Understand, follow, and ensure that staff understand and follow Co-op policies and department procedures.
- Understand and follow all established personnel-related procedures, protocols, and timelines including hiring, training and development, and performance and behavioral issues.
 - Collaborate with the GM and/or the HR Manager, as needed or directed, on personnel-related matters.
 - Immediately consult with the HR Manager or General Manager on any issues related to potential or suspected sexual harassment, bullying, theft, drug or alcohol use at work, and other unacceptable or questionable behaviors or misconduct, and serious medical conditions (physical or mental).
- Use thorough documentation practices in all areas of personnel management and submit promptly to HR.

Financial Practices

- Develop and maintain working knowledge of personnel reports, margin reports, weekly sales numbers, and financial goals, using Excel and other computer-based tools.
- Meet labor, sales and margin goals determined in conjunction with the Controller or General Manager, or your manager.
- Communicate relevant sales, margin, and labor goals to staff on a regular basis.
- Ensure that invoices are processed properly and delivered in a timely manner.

Merchandising, Product Management and Presentation (as required by position)

- Ensure the creation and maintenance of an aesthetic, engaging, and comfortable shopping experience within the retail locations.
- Ensure the preparation or presence of consistently high quality and attractive products that produce strong sales or meet specific customer demand, as determined with the Category.
- Ensure adequate product and supplies are ordered and available for your department.
- Oversee and/or participate in periodic inventory counts as needed.



Confidentiality

Due to the sensitive nature of the information dealt with, all financial or personnel-related information will be held in strictest confidence unless otherwise directed by the General Manager or Human Resource Manager.

Specific Responsibilities of SVFC Store Manager

Store Management

- Discuss productivity, staffing or training issues, system improvement needs, and other relevant issues with GM, Finance Manager and HR Manager regularly.
- Revise and be up-to-date PIC practices and handling of Store emergencies.
- Meet with direct reports regularly regarding financial goals, SVFC appearance, customer service and personnel issues.
- Collaborate with Managers and others throughout the organization to plan, develop, implement and ensure ongoing effective systems and procedures between SVFC and other Co-op functions.
- In the temporary absence of the General Manager, supervise all SVFC Facilities staff.

Planning

- With the GM, Category Manager and working with SVFC Managers, set sales, margin, labor and inventory goals for SVFC Departments.
- Keep current on cooperative philosophy, natural food products and business trends in the natural foods movement.
- Communicate with the GM in a timely manner with forecasts, plans and concerns regarding operations at SVFC.
- Work with the GM and HR Manager to formulate and implement objectives and policies required for effective management of SVFC.
- Ensure timely and appropriate information flow between the GM, Category Manager, management teams and staff of SVFC.
- Ensure adequate staffing within established goals for service, production and labor expense, and in response to anticipated sales levels and staffing changes.

Operations

- Ensure smooth flow of SVFC operations on a daily basis.
- Help with coverage of vacant shifts and provide back-up and support when needed.
- Work with SVFC Managers to develop efficient and effective standard operating and training procedures.
- Ensure compliance with all applicable laws: business licenses, permits, health regulations, labor laws, etc., working with Co-op Managers as needed.
- Oversee Co-op safety committee
- In conjunction with the GM and/or HR Manager, issue instructions to employees about policies established by the Board or Co-op Management to assure uniform interpretation.
- Work with Food Service Director to oversee food service operations in SVFC.
- Work with the Category Manager to ensure margins, shelf sets, promos and overall retail execution promotes a high-level consumer experience.
- Work with the Facilities team to ensure cleanliness, safety and maintenance of SVFC.



Personnel

- Work with HR Manager to implement and support personnel policies and practices consistent with the rest of the organization.
- Ensure timely and complete personnel action documentation.
- Ensure uniform implementation of personnel policies and practices by SVFC Managers.
- Consult with HR Manager prior to significant status or pay changes or disciplinary actions.
- Ensure all staff check-ins and follow-ups are done thoroughly, on time and constructively.
- Ensure development plans for staff at SVFC, and succession plans for key positions.
- Ensure on-the-job staff training occurs in all departments at.

Other

- Perform other duties assigned by the GM.

Qualifications

- Three years' experience supervising and managing staff preferred; one year required, preferably in a food service or retail setting.
- Ability to supervise staff (e.g. hire, train, assign work, motivate and manage performance).
- Demonstrated experience in analysis of financial reports desired.
- Ability to ensure compliance with applicable laws and Co-op guidelines, policies, procedures and practices.
- Experience working with email, word processing and spreadsheet programs sufficient to communicate and prepare reports with accuracy in a timely manner desired.
- Ability to work a flexible schedule to meet the needs of the business; some early mornings, evenings, holiday, and weekend shifts required.
- Ability to lift up to 30 lbs. throughout shift, occasionally 50 lbs.
- Ability to stand for long periods and to bend and twist repeatedly; ability to lift product overhead and/or to climb ladders with product.