



Title: General Manager

Reports to: Board of Directors

Status: Exempt

Supervisory Responsibility: Full responsibility for a team of managers and staff

Who we are:

The Potsdam Food Co-op is seeking a cooperatively-minded leader to serve as our General Manager. We are a 44 year-old community-owned grocery store with approximately 1,000 members located in Potsdam, New York. Potsdam is a small rural college town, located in the foothills of the Adirondack Mountains: nearby attractions include the Thousand Islands region, Lake Placid Olympic village, Ottawa, Ontario, and Montreal, Quebec. Potsdam is the quintessential college town, with four higher education institutions within a 10-mile radius offering exceptional cultural and recreational venues.

Our values are based on democratic and sustainable principles. We have a strong commitment to supporting local producers, carrying a wide range of products, and value our working member system. Our staff and membership are committed to local foods, customer service, and cooperative ideals. We have experienced steady growth over the last decade and have recently completed a market analysis, prompting us to consider options for relocation/expansion/renovation of the store.

General Manager Role:

The General Manager is responsible for all aspects of store operation including hiring and supervision of staff, project management, financial performance, marketing, and member engagement.

As “the face of the Co-op,” the General Manager must be an effective and flexible leader, and is responsible for making the Potsdam Co-op a thriving retail business in our local economy in an increasingly competitive market. The General Manager, in partnership with the Board of Directors, develops and achieves long- and short-term strategic goals for keeping the business competitive, vibrant and innovative. The General Manager fosters good morale and leads the staff in delivering excellent customer service.

General Manager Responsibilities Include:

Finances

- Prepare operating and capital budgets for approval by the Board. Monitor deviations from budget and take corrective action, reporting variances and actions taken to the board.
- Direct financial operations of the co-op including cash, credit card and inventory security, and report to the Board on a monthly and as needed basis. Provide requested information to the Board in a timely manner.
- Investigate new business opportunities and make recommendations to the Board.
- Maintain, update, and improve financial systems and practices that adhere to industry best practices and Potsdam Food Co-op policies.
- Develop and recommend long- and short-range plans to achieve Co-op objectives.
- Ensure a triple bottom-line: economic viability, sustainability, and healthy community.

Operations

- Plan and execute a margin strategy that balances price competitiveness and profit for adequate growth.

- Set measurable objectives for all departments and review quarterly results for achievement.
- Maintain knowledge of natural foods retailing and industry trends. Share knowledge with team members and the Board.
- Develop and maintain business relationships with wholesale distributors, local providers and other markets and industry sources.
- Ensure compliance with all applicable laws: business licenses, permits, health regulations, bulk regulations, organic standards, fire code, alcoholic beverage service, employment, etc.
- Ensure operational health and safety oversight including implementation and oversight of HACCP, GMP and SQF certifications.
- Ensure routine maintenance and repair of buildings and equipment; plan for and manage capital improvements.
- Ensure insurance for all store operations, and maintain security of all buildings, equipment and inventory.
- Negotiate and coordinate contracted services for operations.
- Maintain, update, and improve systems as needed to adhere to industry best practices and Co-op policies.

Board-GM Relationship

- Attend monthly Board meetings as a non-voting member.
- Prepare reports and documentation for the Board as appropriate, as requested, or as determined by the Board calendar.
- Inform the Board when adherence to policies has not been or will not be achieved.
- Inform the Board of any significant operational, management, financial, or personnel issues.
- Participate in the discussions on revising and developing Board policies.

Marketing

- Develop an advertising and marketing strategy to increase public awareness of the Co-op. Execute the advertising and marketing plan within budgetary guidelines.
- Communicate information about the business to members-owners through a monthly email, quarterly newsletter, annual report and other communications, as necessary.
- Prepare and/or oversee store displays, signage and other promotions to maximize marketing impact.
- Ensure comment and responsive feedback mechanisms for member-owners and customers.
- Ensure excellent relations with member-owners and the community at large, both directly and through team members.

Human Resources

- Foster a positive work environment through leadership and systems that encourage collaboration and attention to excellent customer service.
- Assist in the creation of the Co-op's human resources policies and procedures and ensure compliance. Ensure a safe, healthy workplace for employees. Treat staff and managers with consistency and fairness, in a style appropriate to a cooperative work environment.
- Hire, supervise, evaluate and, when necessary, terminate staff. Mentor/train management staff in their management role and ensure they have the necessary tools to properly train and motivate their teams to provide superior service. Maintain a consistent employee review structure, provide feedback on job performance, and provide training and advancement opportunities.
- Develop a staff organizational structure that promotes fair distribution of work while maintaining maximum service to customers. Ensure adequate staff training.

- Maintain regular communication with staff about the status of the Co-op and devise effective mechanisms for gaining staff feedback.
- Maintain a fair and safe work environment free of harassment, discrimination, and retaliation.
- Maintain and update as needed an Employee Handbook, in compliance with local regulations.
- Create and implement succession plan.

Qualifications and Desired Skills

- Minimum 5 years of successful experience in supervisory/management role in retail grocery is required, preferably in natural foods consumer cooperative.
- Supervisory experience including hiring the team members, evaluating performance, developing skills, holding staff accountable to standards and motivating them to provide superior service and support to customers as well as each other.
- Ability to articulate a vision and build, motivate and lead a cohesive team aligned to deliver operational excellence and superior customer service.
- Ability to think strategically and make timely and effective decisions, appropriately balancing risks and benefits in a complex, multi-priority environment.
- Alignment with the Co-op's mission statement and deep understanding of the seven cooperative principles
- Experience developing systems, procedures and policies.
- Ability to develop and implement budgets and to adhere to cost and margin requirements.
- Project management skills with a demonstrated ability to meet deadlines, coordinate projects and follow through on commitments; must be able to handle multiple, competing demands and pressures.
- Have experience and familiarity with a POS systems (ECRS Catapult or equivalent) and their detailed reporting and tracking capacities.
- Must have proficiency in computer software, such as MS Office Suite, including advanced skills with spreadsheets.
- Experience working with computer software for basic design of flyers, postcards, etc. is a plus.
- Exceptional written and verbal communication skills.
- Prior experience working for or serving on a Board of Directors.

If you are interested in this position, please send your resume and cover letter outlining your interest in and qualifications for this role as well as your salary requirements to gmsearch@potsdamcoop.com, by January 12, 2018.