



COMMON GROUND FOOD CO-OP

Job Description/ General Manager

POSITION DETAILS

Job Title:	General Manager	Department:	Admin
Reports To:	Board of Directors	Supervises:	Marketing, COO, CFO
Budget Status:	Full-Time	FLSA Status:	Exempt
Hours Per Week:	40+	Wage Scale:	Level G

OBJECTIVE

To oversee all Co-op operations, plan for successful growth, meet the goals and objectives established by the Board of directors, and publicly represent the Co-op.

RESPONSIBILITIES

CUSTOMER SERVICE

Excellence in customer service is our primary goal. No other task should ever come before serving our customers.

- Offer consistent, fair, and respectful customer interactions to ensure repeat customer traffic.
- Ensure efficient, informative, and friendly service from staff according to established customer service vision and standards, imploring a sense of urgency when necessary.
- Aid managers in ensuring that all staff receive proper training through orientation, ongoing training and development.
- Provide an occasional physical presence in operations areas to offer staff direction.
- Understand and communicate the 'cooperative advantage' and particulars of ownership to shoppers and staff alike. Work to advance the overall mission of Common Ground through outstanding service.
- Ensure staff promptly and courteously answer phones and refer calls to the appropriate staff.
- Provide product information and educational materials to customers and staff.
- Respond to all owner and customer communications in a timely manner.
- Create and utilize processes for taking customer feedback and implement input.

ESSENTIAL JOB RESPONSIBILITIES

- **PLANNING**
 - Coordinate preparation of annual business plan with capital, operating, and cash budgets, for final Board of Directors approval.
 - Coordinate long-range planning process with Board of Directors.
 - Investigate new business opportunities, and make recommendations to Board of Directors on expansion, relocation, acquisitions, and conduct negotiations as agreed.
 - Set performance objectives for direct reports.
 - Plan board meeting agendas with Board President
 - Set measurable objectives for all departments and other managerial areas of operations.
- **FINANCE**
 - Ensure regular financial reporting and analysis.
 - Monitor deviations from budget and take corrective actions.
 - Approve capital expenditures within budget.

- Develop proposals and negotiate for financing with lenders in coordination with the CFO, as needed.
- Oversee and maintain organization budget
- Work with CFO to ensure bills are accurate and paid on time
- OPERATIONS
 - Ensure compliance with all applicable laws: licenses, permits, health regulations, employment, security, etc.
 - Oversee expansions, moves and major remodel, repair, or maintenance projects.
 - Negotiate leases and repairs with landlords, as needed.
 - Ensure maintenance and security of all co-op property.
 - Ensure adequate insurance for all co-op operations.
 - Ensure smooth flow of organization operations on a day-to-day basis. Arrange for coverage of vacant employees as necessary and develop a back-up coverage plan.
 - Conduct store audits for feedback to department managers and COO
- MARKETING
 - Oversee all CGFC marketing efforts and the creation of a marketing tone that is consistent with the mission of the co-op.
 - Regularly meet with marketing team and help to prioritize current objectives.
 - Generate new marketing ideas that work to tell our story, increase our reach, or generate sales.
- HUMAN RESOURCES
 - Ensure development of legal, equitable personnel policies.
 - Ensure orientations and on-the-job trainings are developed and implemented for all staff.
 - Establish channels for employee input, involvement, and recognition
 - Plan for staff development to retain and promote qualified employees
 - Plan and implement wage scale and staff structure changes
 - Facilitate and organize store or management training and development opportunities through conferences, consultants, and other professionals.
- PERSONNEL
 - Enforce store policies and procedures consistently and in a firm, fair manner.
 - Develop/set performance standards for the management team. Ensure that performance standards are set for all other staff by managers.
 - Interpret and enforce all conditions of employment with employees according to the employee handbook.
 - Interview and select qualified candidates, following established hiring procedures.
 - Ensure that all direct reports receive on the job training. Ensure that a plan is in place for training. Develop, document, maintain, and utilize management training guides.
 - Conduct thoughtful and timely evaluations of direct reports in accordance with established policies and procedures.
 - Seek and utilize input from staff on improving store performance
 - Support staff enrichment and involvement opportunities at CGFC, including staff committees.
 - Document performance issues and take corrective disciplinary action as needed for direct reports following established policies. Assist managers with disciplinary actions for staff in their departments.
 - Conduct investigations of employee complaints or grievances in conjunction with the investigation team.
 - Assist managers with employee terminations, following established policies.
 - Organize and facilitate team meetings and direct report 1-on-1s. Ensure that department huddles and OBM meetings happen regularly.
 - Terminate direct reports as necessary, following established personnel policies.
- OTHER RESPONSIBILITIES
 - Utilize communication tools which ensures all staff are aware of org-wide happenings and updates

- Organize and run all-staff meetings twice per year.
- Sign and approve all company contracts
- Be a liaison for project managers, contractors, consultants, lawyers, community leaders, etc.
- Act as NCG's DR and fulfill all NCG responsibilities

PERFORM ALL OTHER TASKS ASSIGNED BY THE BOARD OF DIRECTORS

EXPECTATIONS OF ALL EMPLOYEES

CUSTOMER SERVICE

- Knows and adheres to Common Ground's expectations for external and internal customers service as outlined in the our policies
- Offers product samples and suggestions for purchase and preparation in a friendly, courteous manner.
- Recognizes and acts on opportunities to make a customer's day or to make it right for customers with complaints
- Pays attention to the needs and opinions of our customers.
- Is aware and present on the floor. Visually scans the store for customers needing assistance and offer it.
- Answer phones and dock doorbell within three (3) rings. See questions, deliveries, and phone calls all the way through.
- Direct customers to resources (comment board, job board, event calendar, classroom, etc.) and products
- Limit internal conversations with co-workers when on the floor.
- Acknowledge and greet every customer and co-worker using the 10-4 rule. Smile. Talk to customers
- Ensure the store is set up for a good shopping experience for each customer (clean, organized, stocked, etc.). Focuses on store conditioning aspects.
- Introduce yourself to people and be inviting and welcoming

MISSION INTEGRATION

- Operates with a sense of teamwork; incorporates into daily job
- Assumes the best in people.
- Accepts differences and can put self in others' shoes.
- Is compassionate. Shows patience and tolerance for others. Considers the needs of others.
- Invite owners to take part in events, ownership, and educational opportunities
- Promote local and cooperatively made products to customers
- Gains and shares knowledge of products and CGFC's product standards with others honestly
- Speaks positively and respectfully about farms, vendors, local businesses, customers, and co-workers.
- Respects the food
- Promotes sustainability and reduces waste.
- Understands and shares information about cooperative structure and our Board
- Knows and promotes the cooperative principles and our Ends
- Understands and shares CGFC's mission and history

PERSONAL EFFECTIVENESS (KEY PERSONAL ATTRIBUTES)

- INTEGRITY
 - Doesn't make promises that cannot be kept.
 - Maintains job-related confidentiality
 - Trusts co-workers and is trustworthy.
 - Shares.
 - Honors shrink policies.
 - Is honest
- COMMUNICATIVE
 - Shares ideas and is honest about concerns. Goes direct with questions, comments, concerns, complaints, etc.
 - Asks for help when necessary.
 - Actively listens to others.
 - Uses respectful and professional language. Initiates professional interaction.
 - Is reachable. Checks in with coworkers about tasks and location (on break, leaving, etc.).
 - Doesn't gossip.
 - Listens, & Learns - Find someone with the answer when you don't know and stick around to learn the answer.
 - Uses proper channels of communication.
 - Communicates needs promptly and efficiently
 - Participates actively in department team and all-staff meetings
 - Stays informed by reading all communications from Managers and own department
 - Utilizes communication tools, such as Taproot, Huddles, Open Book Management, and Shout Out boards.
- ACCOUNTABILITY/DEPENDABILITY
 - Finishes tasks after starting them. Follows-through when committed to something. Follows-up on effects of projects.
 - Claims ownership; both positive and negative. Sees problems through to resolution. Apologizes when necessary.
 - Manages time is realistic about work expectations. Prioritizes tasks effectively.
 - Resolves conflicts respectfully and in a timely manner, asks for assistance from appropriate manager as needed
 - Responds to issues and constructive criticism in a non-defensive way.
- POSITIVITY/ATTITUDE
 - Expresses gratitude by saying Thank You or giving Shout Outs.
 - Approaches others with a positive attitude, tone, and body language.
 - Doesn't take negative customer interactions personally.
 - Encourages and motive others.
 - Does not expose customers to internal disagreements
 - Is open minded and empathetic
 - Shows care and concern. Is considerate.
 - Manages stress and personal needs effectively without letting them affect work needs
- COOPERATIVE/HELPFUL
 - Is team-oriented and acts as though the entire store is one team. Is available and offers assistance to others.
 - Takes initiative to identify report and resolve problems before they escalate

- Accepts and offers positive and constructive feedback and suggestions openly and respectfully.
- Is creative and generates ideas for bettering CGFC work while providing realistic ways to accomplish ideas
- Accepts direction willingly and follows through with delegated tasks
- Learns and adapts to new tasks or situations quickly and cooperatively
- Is proactive. Plans ahead. Anticipates outcomes and the needs of others.
- PROVIDES A POSITIVE MODEL FOR CO-WORKERS

WORK PLACE/JOB FULLFILLMENT NEEDS

- Solves problems when they arise. Is a solution-focused
- Sets goals and strives to achieve them
- Understands technical requirements of job, applies technical knowledge consistently
- Performs tasks according to procedures, accurately, efficiently (at a consistently acceptable rate as outlined by supervisor), and free from errors.
- Prioritizes tasks effectively, maintains focus and stays productive. Has a sense of urgency in work.
- Achieves established goals and expected results for the department
- Maintains safe work environment according to all department procedures, federal, state, and county regulations.
- Respects work areas, property, and shared spaces, keeping them clean and organized. Cleans up after self and others.
- Obtains and maintains any necessary licenses or certifications
- Wears protective clothing as required for position
- Is proactive about learning. Increases product and job knowledge on an on-going basis.
- Is flexible and adaptable. Thinks on their toes. Can multi-task and is willing to switch between tasks as needed.
- Arrives to work on-time and is at your work station, ready to work at the start of your shift.
- Understands and adheres to organizational and department policy and procedures

QUALIFICATIONS

- Retail management experience, preferably in conventional or natural foods
- Cooperative leadership ability, including ability to solicit input, help refine and articulate a vision, build support, and strategically implement that vision
- Supervisory experience, including hiring, coaching, evaluating, and developing management level employees and leading a management team
- Ability to delegate tasks and hold staff accountable
- Previous financial or budgetary experience, financial responsibility for a company or organization preferred
- Clear oral and written communication and strong listening skills
- Commitment to Cooperative Principles and Common Ground Food Co-op Ends
- Literacy with Microsoft and Google products/programs
- Demonstrated ability to develop and implement systems
- Marketing and merchandising in highly competitive markets preferred
- Experience in human resources management preferred
- Experience working with or on a board and/or with Policy Governance preferred

DISCLOSURE NOTICE

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