Gem City Market

Job Description

General Manager

Summary

Self-motivated, adaptable General Manager that is responsible for the well-organized, day-to-day operations and the profitability of a full-service cooperative grocery store. Focused on providing affordable conventional groceries within a diverse low- to moderate-income neighborhood. Must meet the needs of its customers and the Board of Directors while creating a welcoming environment while fulfilling the goals of a cooperative.

Reporting

Reports to the Gem City Market Board of Directors.

Specific Responsibilities:

Operations

* Maintain up to date knowledge of grocery retailing and industry trends, with emphasis in serving urban and low to moderate income communities
* Maintain appropriate relationships with wholesale distributors, local markets, and other industry sources to drive efficiency
* Plan and execute a margin strategy designed to be price competitive and maintain adequate cash flow that yields a profitable growing business
* Ensure compliance with all applicable laws regarding licenses, permits, health regulations, employment, etc.

Finance and Planning

* Develop and recommend long- and short-range plans that align with co-op purposes
* Prepare and manage operating and capital budgets
* Prepare and analyze data-driven reports for the Board, including showing budget to actual performance. Highlight performance information that may present risks to the stability of the organization.

Personnel

* Ensure a fair, equitable, legal and systematic hiring process is established, maintained and adhered to.
* Supervise direct reporting staff according to the staffing plan and ensure all work is performed in accordance with Gem City Market policies and applicable laws.
* Plan and delegate work assignments, provide guidance and staff support, resolve work issues, to ensure all staff and departments are engaged in the pursuit of department and organizational goals.
* Update, maintain and implement
  + Management training for management team members
  + Orientation for all new staff including introduction to GCM mission, history, cooperative structure and cultural competency
  + On the job training for all staff, including cross training of staff in all departments
* Ensure competitive employee benefits program

Marketing

* Continually develop and implement advertising and marketing strategy that increases member and general-public awareness of the cooperative’s products and services
* Ensure that all store displays, signage, and other promotions maximize sales, adhere to proven merchandising standards and reinforce the co-op's positive image in the community.

Perform other duties assigned by the board of directors.

Job Competencies

The knowledge, skills and abilities listed below are needed to be successful in performing the specific responsibilities of the position.

Required:

* Retail grocery management experience and/or extensive retail management experience including extensive supervisory experience
* Computer literacy including Word, email, spreadsheets, point of sale
* Experience with operating, capital, and cash budgeting
* Ability to interpret financial statements to laypeople
* Strong ethical and professional standards
* Demonstrated history of accountability to multiple stakeholders (e.g. owners, customers, staff)
* Ability to motivate, lead, and coordinate people to gain cooperation
* Ability to build an effective management team
* Demonstrated effective time management
* Excellent oral and written communication
* Ability to work with a diverse workforce

Strongly desired:

* Both Conventional and Independent grocery experience
* Commitment to cooperative values and principles
* Experience in a food desert or low-income community
* Cooperative management experience
* Great enthusiasm for working at the Gem City Market in particular
* Experience in Quickbooks
* Willingness to develop a positive and productive relationship with a union if selected by employees
* Ability to work with organizational partners including community groups and nonprofits.