



## **General Manager Position Description**

### **Job Purpose**

To lead our cooperative so that it achieves the Ends Policy (our Co-op's vision) determined by our Board of Directors, as follows:

Our co-op will be central to a resilient and connected Upper Valley community. Because of all that we do, people in the Upper Valley will have:

- Access to healthful, affordable food
- A supportive market for local farmers and producers
- Education and resources for sustainable, healthful practices
- A place for community connection

### **Overview of Responsibilities**

The job of the General Manager (GM) is to successfully guide our store in accordance with cooperative principles and the Co-op's policies. The GM is responsible for the oversight of operations to maintain the financial solvency and community centeredness that our Co-op is known for, while expanding our impact and resilience into the future.

The General Manager is empowered to make decisions, create store policies, and authorize engagements that are consistent with a reasonable interpretation of Board policies as provided for in Executive Limitations.

Specific duties of the General Manager include:

- Operating the store within the policies authorized by the Board. Providing information and monthly monitoring reports to the Board that are timely, complete, and accurate.
- Managing staff in a fair and forthright manner. Ensuring that compensation and benefits reflect the integrity of all work done at the Co-op, taking into account market conditions, regional comparisons, and internal needs.
- Maintaining financial conditions that do not incur fiscal jeopardy or compromise Board goals and priorities. Developing and operating with a financial plan that includes adequate detail and disclosed assumptions.

- Engaging with members, customers, and the community and providing exceptional value and service.
- Planning strategically with a vision for the current and future success of the Co-op.

### **Reporting Relationships**

The General Manager reports to the Board of Directors, who are elected by the members of the Co-op as their representatives. The Board uses Policy Governance, a system that emphasizes vision and values, empowerment, and accountability. The Board uses policy to define the expectations of the General Manager within defined limits of prudence and ethics. The General Manager determines how to implement daily operations.

### **Qualifications**

#### **Required:**

- **Embraces cooperative structure:** Articulates what makes co-ops different and can work successfully within the cooperative structure.
- **Building and leading teams:** Makes good hiring decisions. Inspires staff, delegates work, and provides performance feedback, including timely coaching and guidance. Has experience managing managers. Creates a climate of trust and encourages information sharing.
- **Collaboration:** Is comfortable with cooperation and teamwork in groups and open to hearing multiple voices and participating in democratic processes.
- **Financial management:** Understands financial variables, how to find them, and how to place them in a business context.
- **Strategic business planning:** Takes vision and strategies and turns them into operational plans that align with the Ends.
- **Retail grocery experience:** Is familiar enough with how grocery stores operate to meet goals and manage departments. Understands key metrics.
- **Self-aware:** Has awareness of own work and communication styles, adjusts as needed to successfully work with others. Identifies own needs for additional training and seeks out appropriate venues to learn.
- **Models excellent performance:** Demonstrates expectations of others through their own actions.

#### **Highly Desired:**

- **Visioning:** Creates and communicates a compelling vision with goals. Uses data to demonstrate accomplishment.
- **Problem solving:** Addresses problems by finding the root causes and identifying appropriate resolutions.
- **Adaptability:** Is resilient and keeps moving forward in the face of challenges or new information.

- **Financial reporting:** Creates and uses meaningful business and financial reports. Creates and manages a budget.
- **Time management:** Effectively assesses and prioritizes tasks.
- **Systems development and monitoring:** Proactively identifies improvements to processes. Creates new, effective processes, verifies success, adjusts as needed.
- **Self-motivated:** Does not require constant oversight, proactively identifies opportunities and challenges.
- **Accountability:** Is willing and able to hold people accountable for co-op, department, and personal success. Willing to be held accountable.

**Physical Demands:**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Work is performed primarily in a grocery store setting with extensive public contact and frequent interruptions. Much of the work of the General Manager will require a level of computer literacy.

The Upper Valley Food Co-op is an equal opportunity employer and we are committed to providing an inclusive and welcoming environment for all members of our staff.