



Job Description

April 2017

Title: General Manager / Store Director
Reports to: Board of Directors
Status: Exempt
Supervisory Responsibility: Yes, full responsibility for a team of managers and staff

Mission

To enhance the quality of life and economic vitality of Southeastern Wisconsin through the sustainable operation of a full-service, cooperatively-owned grocery committed to serving its community, employees and Member-Owners while working as part of a stronger local food system.

Position Summary

The job of the General Manager (GM) is to lead the cooperative so it achieves the goals and objectives developed by the Board of Directors while, at all times, remaining aligned with the co-op's mission, vision and seven cooperative principles. An eye toward superior service and excellent team leadership is expected.

Reporting Relationships

The General Manager reports to the Board of Directors, which is elected by the Member-Owners of the cooperative. The GM has the authority to hire, direct and evaluate all other staff.

Specific Responsibilities

Financial and Planning

1. Develop and recommend to the Board of Directors long- and short-range plans to achieve co-op objectives.
2. Prepare operating and capital budgets for approval by the Board and be held accountable for control of resources. Monitor deviations from operating budget and take corrective action, reporting variances and actions taken to the board.
3. Direct all financial operations of the cooperative (including cash, credit card and inventory security) and report on them to the Board on a monthly and as needed basis. Provide requested information to the Board in a timely manner.
4. Investigate new business opportunities and make recommendations to the Board on expansion, relocation and acquisitions.

Operations

1. Ensure a profitable, growing business with sound operational procedures and policies. Set measurable objectives for all departments and review quarterly operating results for compliance with those objectives.
2. Maintain knowledge of natural foods retailing and industry trends. Share that knowledge with team members and the Board, where appropriate.

3. Develop and maintain business relationships with wholesale distributors, local providers and other markets and industry sources.
4. Plan and execute a margin strategy designed to be price competitive and maintain adequate profit for growth.
5. Ensure compliance with all applicable laws: business licenses, permits, health regulations, bulk regulations, organic standards, fire code, alcoholic beverage service, employment, etc. Ensures operational health and safety oversight including implementation and oversight of HACCP, GMP and SQF certifications.
6. Ensure routine maintenance and repair of buildings and equipment.
7. Ensure adequate insurance for all store operations and maintain security of all buildings, equipment and inventory.
8. Negotiate and coordinate contracted services for operations. Make recommendations to the Board regarding replacement and/or sale or disposal of any assets.

People

1. Create and maintain a work environment at which employees are excited and proud to work.
2. Ensure excellent relations with Member-Owners and the community at large, both directly and through team members.
3. 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.
4. 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.
5. Develop a staff organizational structure that promotes fair distribution of work while maintaining maximum service to customers. Ensure adequate staff training.
6. Prepare an annual payroll budget that meets operating budget constraints.

Marketing

1. Develop an advertising and marketing strategy to increase public awareness of the cooperative's products and services. Execute the advertising and marketing plan within budgetary guidelines.
2. Communicate information about the business to Members-Owners through a monthly newsletter, annual report and other communications, as necessary.
3. Prepare and/or oversee store displays, signage and other promotions to maximize marketing impact.
4. Represent the market at regional and national co-op and industry events.

Perform other duties as assigned by the Board of Directors.

Qualifications

- 5 years of successful experience in supervisory/management role in retail grocery is required, preferably in natural foods consumer cooperative
- Supervisory experience including the ability to hire the right team members, evaluate their performance on a regular basis, develop their skills, hold them accountable to specific

performance standards and motivate them to provide superior service and support to customers as well as each other

- Experience developing systems, procedures and policies
- Proven ability to develop and implement quarterly and yearly budgets and to adhere to cost and margin requirements. Responsible for the overall profit and loss financial performance of the store.
- 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
- Must be computer literate (MS Office Suite, for example) with advanced skills with spreadsheets.
- Ability to read blueprints and troubleshoot equipment problems are desired skills.
- Must have exceptional written and verbal communication skills in English, customer service skills and the ability to give clear direction and feedback; organizational skills and detail orientation are required.
- Bachelor's degree or equivalent combination of education and working experience.

Wild Root Market Cooperative is a start-up organization which will be located in Racine, WI. As such, expected employee benefits such as health insurance, paid vacation and others have yet to be implemented and will be considered at the point of hire.

If you are interested in being considered for this position, please send your resume and cover letter (specifically outlining your interest in and qualifications for this role as well as your salary requirements) to:

hiring@wildrootmarket.com

Or

Attn: Selection Committee

PO Box 443

Racine, WI 53401

For further information about us, please visit: www.wildrootmarket.coop