

## **Job Description General Manager Terre Foods Co-op**

**Purpose:** The general manager is hired and supervised by the Co-op's Board of Directors. The general manager serves at the Board's discretion.

**General Responsibility:** To oversee all aspects of day-to-day Co-op operations, and to meet the organizational ends established by the Board of Directors. The General Manager is empowered through the Board's use of Policy Governance to make all decisions, create all policies, and authorize all engagements that he or she can demonstrate upon Board request are consistent with a reasonable interpretation of established Board policies.

### **Specific Responsibilities:**

#### **Board and Member Relations**

- Work with Board directors to prepare for and ensure productive, effective Board meetings
- Present clear and timely reports and proposals to the Board
- Follow up on Board concerns and research issues in a timely and effective fashion
- Keep all Board directors informed about matters at and in between Board meetings
- Establish systems and procedures that ensure Co-op members remain informed about the Co-op's status, needs, and activities
- Monitor key indicators in the membership arena and ensure new member recruitment

#### **Customer Service and Assurance of Customer Satisfaction**

- Design, develop and maintain a store that is well-merchandised and customer-friendly
- Evaluate and identify customer service needs and develop necessary employee training to ensure the Co-op provides outstanding customer service to its members and customers
- Communicate clearly and effectively to Board of Directors, staff, and members
- Monitor key indicators in the service arena to ensure overall satisfaction

#### **Supervision, Monitoring, and Organization of Financial Functions**

- Maintain accurate financial documentation
- Create accurate financial statements and distribute as appropriate
- Ensure that the Co-op's assets are adequately safeguarded from loss
- Prepare all budgets, fiscal reports, and financial projections
- Perform in-depth financial analysis and promptly address financial problems
- Plan the Co-op's financial future with the Board, including use of member equity, financing needs, and future profitability

#### **Marketing**

- Develop an effective marketing strategy Prepare comprehensive marketing plans, including regular analysis of the Co-op's competition and market potential
- Ensure that the Co-op is effectively presented to customers and its local market
- Use the marketing function to build long-term stability for the Co-op with vendors and customers
- Assist with vendor recruitment and promotion
- Monitor and work to improve customer and member service levels

### **Operations**

- Establish practices and procedures for daily operations that will ensure a stable, profitable, and growing business
- Efficiently and effectively organize the Co-op's operations to ensure profitability
- Identify and address operational problems in a timely fashion
- Plan for the Co-op's ongoing operational needs, including technology, facilities, and equipment

### **Human Resources**

- Establish personnel policies and procedures that support the Co-op's values
- Create necessary job descriptions
- Post positions as needed and follow Equal Opportunity Employment standards throughout the hiring process
- Ensure adequate position and safety training for all staff
- Evaluate all working staff and provide feedback on a regular basis
- Monitor personnel key indicators and plan for improvement as needed

### **Planning and Leadership**

- Serve as the primary communicator of Terre Foods vision, mission, and actions to the community
- Work with the Board to ensure adequate planning for the Co-op's future
- Provide leadership for the Co-op through good communications, good business relationships, and good public relations

### **Safety**

- Ensure that the Co-op provides a safe work environment for all staff and customers
- Ensure that all staff are trained in and follow all organizational safety procedures and guidelines
- Understand and implement required safety programs
- Manage and monitor compliance with applicable federal and state health and safety laws

### **Position currently OPEN**

Position starts March 1, 2014; date may be negotiated. Compensation and benefits dependent on experience, competitive with similar-type co-ops. Applications must be received by December 1, 2014, for full consideration. Please visit our website at <[www.terrefoods.coop](http://www.terrefoods.coop)> for more information about our

store, and to find the detailed General Manager job description. To apply, please send an email to  [<hiring@terrefoods.coop>](mailto: hiring@terrefoods.coop) with the following attachments in MS Office Word or PDF format.

1. Cover letter, including your salary history and salary requirements
2. Resume
3. Three employment references with full contact information (name, address, phone, email, title, relationship)

In lieu of electronic submission, please apply via postal mail to: Hiring Committee, Terre Foods Cooperative Market, PO Box 9254, Terre Haute, IN 47808.

Terre Foods Cooperative Market is an equal opportunity employer (EOE).