

# General Manager Job Opening

Terre Foods Cooperative Market seeks a General Manager to oversee the opening and operation of a full service cooperative grocery store in downtown Terre Haute, Indiana. Required experience includes management experience in the grocery industry, purchasing, inventory, hiring and training of employees. The ideal applicant will have experience in the natural foods industry, an understanding of and commitment to cooperative principles, proven leadership ability, and excellent supervisory and financial management skills. We are looking for a candidate with the vision and energy to head the exciting and challenging opening of our store in Spring 2010.

Responsibilities include overseeing day-to-day computerized operations as well as long range planning with department managers and the Board of Directors. The candidate must be able to work well in a community of diverse personalities and perspectives. Imagination, initiative, and creativity are a plus.

The General Manager reports to the Board of Directors elected by the members of the cooperative. (All other cooperative staff are hired, structured, directed, and evaluated by the General Manger.) The Board operates under the Policy Governance system that emphasizes vision and values empowerment and accountability. The Board uses both Ends and Limitations policies to define the results that the General Manger is expected to achieve. Responsibilities include, but are not limited to:

## 1) Planning.

- Coordinate the preparation of annual business plan with operating, capital and cash budgets, for Board approval.
- Plan and implement changes in store layout for best use of space to enhance sales and staff efficiency.
- Participate in regional and national co-op and industry organizations.
- Keep current on cooperative philosophy, natural food products, competitors' prices, and business trends in the natural foods industry.
- Provide the Board with forecasts and plans as necessary to assure that all cooperative operations are equipped to meet members' needs.
- Advise and assist the Board in formulating objectives and policies are required for effective management of the cooperative.
- Set measurable objectives for all managers, departments, and review department reports with managers periodically.

## 2) Finance

- Oversee preparation of an annual budget to be approved by the Board of Directors.
- Ensure regular financial reports of current operations and future plans.

- Responsible for timely preparation of quarterly income and balance statements and monthly updates for Board of Directors on the Store's financial status.
- Monitor deviations from budget, take corrective action, and report to Board on actions taken.
- Approve capital expenditures within budget.
- Obtain financing as directed by the Board. Represent the co-op in negotiating loans, leases, and contracts.
- Submit federal and state tax reports as required.
- Manage daily receipts, expenditures and cash flow planning.

### 3) Operations

- Ensure compliance with all applicable laws: business licenses, permits, health regulations, labor laws, etc.
- Facilitate respectful, efficient and considerate customer service by all staff representatives of the co-op.
- Interpret and administer policies established by the Board to employees.
- Ensure adequate insurance for the co-op, and maintain the security of the building, equipment, inventory, staff and customers.
- Ensure cleanliness, safety and maintenance of the co-op.
- Keep the Board regularly informed of the progress and results of cooperative operations for conformity with established objectives, budgets, and policies.
- Develop measurable standards and processes.

### 4) Marketing and Member Services

- Ensure plans for a positive co-op public image.
- Create and maintain a coherent and positive in-store image.
- Oversee promotions and storewide merchandising.
- Coordinate co-op-sponsored public events.
- Oversee advertising program.
- Act as public spokesperson for the co-op or delegate other staff as needed.
- Ensure responsiveness to customer suggestions and concerns.
- Ensure continuous improvement in customer service.
- Work with Board and/or staff to increase membership involvement in programs and capital share program.
- Promote communication among Board, Staff and members of the co-op.

### 5) Human Resources

- Hire, evaluate and compensate staff, following established policies.
- Ensure development and implementation of cost effective, legal, and equitable personnel policies.
- Develop a performance measurement, process, and tools and update as needed.
- Approve pay increases for employees within storewide payroll allocation.
- Take disciplinary action as needed following established policies.

- Plan for staff development to retain and promote qualified employees.
- Develop and ensure orientation and on-the-job staff training.
- Establish channels for employee input and recognition.
- Approve staff schedules and payroll.
- Promote a safe, healthy workplace for employees.

#### 6) Relationship with Board of Directors

- Attend Board of Directors meetings as a non-voting member.
- Keep the Board of Directors apprised of issues to be considered for the long-range planning of the co-op, and make specific recommendations for development.
- Submit a self-evaluation with goals for the coming year as part of the Board of Directors' evaluation of the General Manager.

#### 7) Professional Development

- Maintain knowledge regarding current practices in food and cooperative management.
- Attend professional conferences such as CCMA.

#### 8) Perform other tasks assigned by the Board

- Maintain and enhance the co-op's relationship with the community.
- Perform other tasks that may be assigned by the Board.

To learn more about the Terre Foods Cooperative Market start-up, please visit

[www.terrefoods.org](http://www.terrefoods.org). Applications will be considered until Oct. 31.

Please send a cover letter, resume, and names of three references to

[info@terrefoods.org](mailto:info@terrefoods.org).