

Old Creamery Cooperative Inc.

General Manager Job Summary

Purpose

The General Manager is responsible for the successful operations of the Co-Op in accordance with the Creamery's ends policies. The GM works to ensure that the Co-op meets all financial and operational goals set by the board of directors so that the Co-op continues to be a thriving business and a community asset. Working with member owners, the board of directors, and employees, the General Manager will set the short and long term direction for the Co-op, measure progress against goals, identify and execute needed improvements and lead innovation and growth.

Essential Functions

The General Manager is responsible for essential functions in the areas of Customer/Community Service, Human Resources, Health, Safety & Regulations, Operations, Marketing/Sales, Finance, Membership, and Board Relations.

Reporting Relationships

The General Manager reports to the board of directors, which is elected by the Co-op's member-owners. The General Manager has the authority to hire, direct, and evaluate all employees.

Overview of Responsibilities

The job of the general manager is to ensure achievement of organizational results as defined in Ends policies and to avoid unacceptable conditions as defined in Executive Limitation policies. The general manager has the authority to use any reasonable interpretation of these policies.

The general manager is empowered to make all decisions, create all policies, and authorize all engagements that they or they can demonstrate to be consistent with a reasonable interpretation of board policy as provided for in board/general manager relations policies.

The general manager's performance will be evaluated through systematic and rigorous monitoring of expectations established in policies on asset protection, financial conditions, business planning and financial budgeting, staff treatment and compensation, treatment of consumers, membership equity and benefits, communication and support to the board, board logistical support, and emergency management succession.

A full set of the board's policies is available upon request.

Required Qualifications

- Experience managing a retail food store and/or healthy prepared foods operations; or transferable experience.
- Personal and professional values that align with cooperative principles.
- Strong work ethic and ability to organize time, manage diverse activities, adapt to change, and meet critical deadlines.
- Bottom-line accountability for a business.

- Proven ability to develop and implement a vision and strategic plan.
- Proven ability in team building, including leading and motivating others to achieve organizational goals.
- Experience with all aspects of financial management.
- Ability to utilize and manipulate data management, communications and other software programs.
- Confident, outgoing, courteous, and professional approach to all written and verbal communications.
- Ability to be professional, entrusted with sensitive information, and conduct daily activities with integrity.
- Commitment to diversity and a personal approach that values the individual and respects differences of race, ethnicity, age, gender, sexual orientation, religion, ability, and socioeconomic circumstance.
- Demonstrated ability to give and receive feedback and to listen and react appropriately.
- Ability to be objective, neutral and calm under pressure.
- Outstanding customer service skills.
- Willingness to be open, to learn, and to take on new responsibilities.
- A sense of humor and a can-do attitude!