

# Island Employee Cooperative

## General Manager Job Description

The General Manager is a full-time salaried position that reports directly to the Board of Directors, and supervises all managers and management teams directly, and all personnel indirectly. They are responsible for overseeing all aspects of IEC operations and meeting organizational goals established by the Board of Directors, while remaining within Board defined limits and advancing the IEC mission.

### **The Mission and Guiding Principles of the Island Employee Cooperative are:**

1. To meet our communities' needs for food, hardware, medications and other products and services, with the highest quality of service, attention to detail, and respect for our customers
2. To provide all who work with us a safe, friendly, cooperative, and rewarding environment that encourages long-term satisfaction, education, and growth
3. To actively participate in the development of our Island's communities and economy, and to encourage and facilitate such participation by employees
4. To operate as a corporation democratically controlled by its members

### **Responsibilities include, but are not limited to:**

- Establish organizational goals, performance objectives, guidelines and best practices that are based on Board Policy and strive towards achieving them.
- Oversee all store operations based on the goals, objectives, and standards set by the Board.
- Oversee, assist, and supervise all managers and management teams in planning and performance to achieve all goals and objectives, and provide direct, hands-on store and staff management where needed.
- Provide a model of supportive and participatory leadership promoting the concepts of team building, empowerment, and human development.
- Work effectively with and seek guidance from any technical assistance providers retained by the IEC.

### **Financial Accountability**

- Participate in and oversee the Finance Manager in preparation of all annual budgets, and the monitoring and managing of all controllable expenditures within budget.
- Understand and utilize the financial tools and reports available to support operations.

### **Operations**

- Direct Store Managers in monitoring overall store conditions to meet customer service objectives and budgetary goals.

- Plan and implement all operations within budget.
- Develop and oversee store design and merchandising plan.
- Direct Store Managers in maintaining inventory, product mix, and merchandising standards that best meet the IEC's goals of profitability and growth.

### **Customer Service**

- Oversee management teams in designing, developing, and maintaining a store that is well merchandised and customer friendly.
- Evaluate and identify customer needs and develop necessary training to ensure outstanding customer satisfaction.

### **Human Resources**

- Hire all management staff and oversee hiring of all other staff.
- Develop staff training plan, pay scale, position descriptions, staffing structure, orientation process to ensure that organizational training needs are met.
- Oversee and assist Human Resource Manager to develop and maintain a system of staff feedback designed to facilitate communication within and among departments, and a robust, ongoing performance evaluation and accountability system.

### **Safety**

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

### **Board Relationship**

- Demonstrate an understanding of and commitment to the worker cooperative model, the Board of Directors, and Board Policy.
- Attend all meetings of the Board of Directors.
- Report compliance to Board policies as required by the Board of Directors.
- Work with Board to establish and achieve annual goals and objectives.

### **Store Promotion**

- Coordinate store information with website, social media.
- Plan and manage promotions with appropriate staff.

- Design and maintain a marketing campaign within budget to maximize sales, profits and community engagement.

### **Qualifications**

- Minimum of three years of retail grocery management experience.
- Experience with operating, capital and cash budgeting.
- Supervisory experience of managers and others with hiring, training, evaluating, compensation and firing.
- Working knowledge of store point of sales systems and computer literacy.
- Respect and support for the process of working with a Board of Directors.
- Ability to handle multiple demands and make tough decisions.
- Excellent written and verbal communication skills.

### **Salary**

- Six month trial period.
- Salary and benefits based on experience
- Incentive program
- 21 days of combined vacation and sick time
- Observed holidays for Thanksgiving, Christmas, Easter, New Year's Day.

*The Island Employee Cooperative does not discriminate on the basis of age, sexual orientation, gender, race, ethnicity, disability, or family status.*