

OUR MARKET AT THE PLAZA

Job Title: General Manager

About Us: We are a community owned co-op providing a healthy and sustainable community one partnership at a time. We operate with cooperative values and a commitment to serving our members, customers and local producers.

Position Summary: We are seeking a passionate and experienced **General Manager** to oversee the daily operations, financial performance and strategic growth of our co-op. This role requires a leader who understands cooperative principles, is committed to local food systems and can manage a team in a dynamic, customer-focused environment. Our general manager will report to the board of directors, which is elected by the cooperative. The general manager has the authority to hire and direct all staff.

The General Manager is responsible for overseeing the daily operations of the store, ensuring financial sustainability, fostering a cooperative culture and providing excellent customer service. This role requires leadership, strategic planning and community engagement to align with the values and mission of the cooperative.

Key Responsibilities:

- Oversee daily operations including inventory management, cash management, daily reporting, ordering, stocking, merchandising, ensuring smooth operations and high customer satisfaction.
- Manage all purchasing and stock control, including vendor negotiations, inventory forecasting, and loss prevention, adhering to board-directed policies to ensure optimal product availability and minimize waste.
- Ensure compliance with food safety, health regulations, labor laws and cooperative policies.
- Maintain a clean, safe and welcoming store environment ensuring it's organized and well stocked.
- Ability to work flexible hours.
- Monitor and improve store efficiency, including POS systems and technology.

- Prepare and analyze monthly Profit & Loss statements, balance sheets, and sales reports to monitor financial performance, identify trends, and implement necessary adjustments to achieve profitability goals. Monitor daily sales to adjust to board-approved budgets.
- Hire, train and supervise staff, fostering a positive and collaborative workplace culture.
- Schedule and delegate tasks to promote efficient operations.
- Work closely with local farmers, suppliers and vendors to maintain strong relationships and source quality products.
- Engage with co-op members, board of directors and community partners to strengthen cooperative values and participation.
- Plan and execute marketing, promotions and community outreach initiatives.
- Support marketing and education initiatives about cooperative principles.
- Implement strategies to attract and retain customers while reinforcing cooperative values.
- Implement sustainable environmental footprint.
- Present monthly reports to the board of directors during regularly scheduled public meetings.
- Professionally represent the co-op and its principles during public meetings and events.
- Act as the primary point of contact for the board of directors.

Qualifications:

- Experience in retail or grocery store management preferably in a cooperative setting or a related field.
- Strong leadership, team management, organizational and communication skills.
- Proficiency in POS systems and basic financial reporting.
- Customer service and problem-solving skills.
- Knowledge of inventory control and merchandising.
- Ability to work collaboratively with staff, board members and the community.
- Passion for cooperative business models, local food systems and sustainability.
- Public speaking skills.

- Ability to lift 50lbs, stand for extended periods, and perform tasks requiring bending, stooping, and reaching.

Preferred Qualifications:

- Bachelor's degree in business, management or a related field.
- Experience with local food systems or sustainability initiatives.
- Familiarity with point-of-sale systems and inventory management software.

Benefits:

- Competitive salary based on experience.
- Employee discount on store products.
- Paid time off.
- Opportunity to work in a mission-driven, community-focused environment.
- Medical and Retirement plans to be discussed with successful candidate.

How To Apply: Interested candidates should submit a resume detailing their qualifications and passion for cooperative grocery management to:

info@ourmarketattheplaza.com

Applications will be reviewed on a rolling basis.

Our Market at the Plaza is an equal opportunity employer.

This role is ideal for a passionate leader committed to cooperative values, sustainability and community engagement.