

## **GENERAL MANAGER JOB DESCRIPTION**

**PURPOSE:** The General Manager is responsible for managing the operations of the Alberta Cooperative Grocery in order to serve the mission and meet the goals and objectives set by the Board of Directors. The GM works in accordance with the Co-op's mission statement and the Cooperative Principles. The GM is hired by the Board of Directors and is held accountable for the following areas of responsibilities: board-management linkage, planning, finance, operations, membership and outreach, and personnel. They are empowered by the board to divide and delegate duties as necessary.

**STATUS:** Reports to the Board of Directors. Hires and supervises staff. Full Time.

**COMPENSATION:** Compensation commensurate with experience.

**RESPONSIBILITIES:**

### **BOARD-MANAGEMENT LINKAGE**

A. Prepare and present timely and effective reports to the Board supported with appropriate analysis. Reports will focus on monitoring business performance and compliance with policies and limits defined by the board, progress towards goals, significant deviations from goals, compliance or sound business performance, and plans for corrective action.

B. Maintain effective communication and working relationships with Board Directors and Board President.

C. Pro-actively identify and advise the board about issues of concern or issues that could benefit the Co-op.

D. Assist the board in accessing training and support for fulfilling its duties.

### **PLANNING**

A. Coordinate preparation of the annual business plan, based on long-range strategic plans and the Co-op's mission, policies, goals, and financial needs.

B. In coordination with the Board, research and create long range plans that reflect ACG's bylaws, mission, and end statements.

C. Set performance objectives for the store, individual departments, and membership program. Meet with relevant staff to review performance in relation to goals; develop and implement plans for corrective action.

D. Research and utilize national cooperative resources.

### **FINANCE**

A. Ensure fiscal responsibility in Co-op operations and the financial viability of the Co-op. Ensure Co-op financial practices, money handling, and other internal financial controls conform to accepted accounting principles.

B. Provide and interpret timely, accurate financial statements for the Board of Directors and Finance Committee. Provide financial analyses of current operations and projections for future plans.

C. Coordinate preparation of annual operating and capital budgets for final approval by the

Board of Directors.

D. Manage the budget, monitor deviations, take corrective action and report to the Board on actions taken.

E. Prepare financing proposals and obtain financing as directed by Board. Coordinate preparation of loan proposals and negotiate with financial institutions for favorable terms.

F. Work with and oversee staff and/or contracted services to ensure timely, accurate accounts payable, payroll, accounts receivable, bank deposits, bank reconciliation, entering of daily cash receipts, and member equity records.

G. Ensure timely, accurate tax payments. Work with outside accountant to obtain most favorable tax status.

H. Prepare cash flow budgets for the annual business plan. Monitor cash flow. Invest savings and schedule large expenditures to meet projected cash flow needs.

I. Ensure timely completion of annual financial review.

## **OPERATIONS**

A. Oversee the general functioning of daily store operations in collaboration with staff.

B. Ensure a focus on providing a welcoming, positive, respectful store experience for all customers and staff. Prioritize meeting customer needs while maintaining store security/viability and employee safety and well-being.

C. Ensure compliance with all applicable laws: business licenses, permits, health regulations, zoning, workers comp, employment security, etc.

D. Ensure the physical plant is adequately maintained and functional, and meets all security, health and safety standards. Ensure assets are utilized productively and safeguarded from loss.

E. Negotiate with landlords for leases and improvements.

F. Negotiate with contractors for expansion, remodel and major repair and maintenance projects.

G. Ensure adequate insurance for all Co-op operations.

H. Oversee development of product and pricing strategies. Ensure the use of effective merchandising.

## **MEMBERSHIP & OUTREACH**

A. Ensure effective implementation of membership promotion and involvement programs and shares program. Ensure the maintenance of accurate membership records.

B. Ensure overall member satisfaction by monitoring key indicators. Develop and monitor the usage and value of the member benefit program.

C. Ensure the Co-op maintains clear and effective communication with our membership. Inform the membership through presentations at annual membership meetings, newsletter articles, and other means.

D. Ensure the Co-op is marketed to the community to increase sales, membership and visibility within the community.

E. Represent, or delegate other staff to represent, Alberta Co-op in the North and Northeast Portland communities, as well as the national co-op community. Network with other co-ops and

co-op organizations to further cooperative values and nurture cooperative economics.

## **PERSONNEL**

- A. Ensure development of cost-effective, equitable and legal personnel policies, using staff input.
- B. Plan for labor needs, and coordinate hiring qualified staff for all positions, following established hiring policies.
- C. Ensure timely evaluations for all staff, with objective criteria based on job descriptions.
- D. Ensure that performance problems are properly addressed, documented, and resolved.
- E. Control labor costs and enhance productivity.
- F. Ensure development and maintenance of job descriptions, training programs, and employee compensation and benefit packages.
- G. Provide adequate professional development opportunities for all staff, including the General Manager. Prepare personal professional development plan to ensure ongoing educational opportunities.
- H. Foster employee job satisfaction and commitment to the Co-op. Ensure that Alberta Co-op promotes staff development and empowerment in support of its mission and for the benefit of all employees and member-owners.
- I. Read and honor the staff handbook, include affected staff when making changes.
- J. Hold and provide support for regular monthly staff meetings.