



General Manager Job Description

Exempt Non-Exempt

Department: Administration

Compensation Grade: Level 7

Reporting Relationship: The General Manager reports to the Board of Directors, which is elected by the members of the cooperative.

Job Summary: The job of the General Manager is to ensure the achievement of organizational goals and objectives as defined in the Mission and Vision statements:

Mission:

We join together for a common purpose: to sell trusted food and goods for the health of our community.

Vision:

We envision a thriving, healthy community in which we are a vital link in the local food system.

The General Manager provides leadership and overall direction in the administration of all operations to achieve the purposes and goals set out in the Ukiah Natural Foods strategic plan as determined by the Board of Directors.

The General Manager is empowered to make all decisions, create all policies, and authorize all engagements on behalf of the co-op and in collaboration with the Board of Directors.

Overview of Responsibilities:

Financial and Planning

- Develop and recommend to the Board of Directors long- and short-range plans to achieve co-op purposes.
- With the Finance Manager, prepare operating and capital budgets for approval by the Board and be responsible for control of resources. Monitor deviations from budget, take corrective action as needed and report back to the Board of Directors.
- Direct all financial operations of the cooperative.
- Ensure preparation of monthly Board reporting on the financial performance of the business as well as financial analyses of current operations and future plans to keep the Board fully informed about the financial status of the business.
- Attend monthly Board meetings.
- Monitor and modify storewide systems to maximize efficiency and effectiveness.

- As the NCG designated representative, attend and participate in NCG meetings, phone conferences, and trainings.

Operations

- Plan and execute business strategies designed to grow the co-op, meet shopper needs and maintain adequate profit for growth.
- Maintain knowledge of natural foods retailing and industry trends.
- Ensure compliance with all applicable laws: business licenses, permits, health regulations, worker's compensation, employment security, OSHA, and employment practices compliance.
- Ensure maintenance and repair of building and equipment.

Personnel

- Practice clear and honest communication skills by being a good listener, giving clear instructions and negotiating fairly.
- With HR Manager oversee compliance with the personnel policies and update as needed.
- Hire, supervise, and evaluate management staff, including taking disciplinary action as needed.
- Develop a staff organizational structure that promotes fair distribution of work while maintaining maximum service to customers.
- Ensure a safe, healthy workplace for employees.
- Ensure adequate job descriptions, training and development opportunities, and performance evaluations for all staff members.
- Establish and monitor compensation and benefits for staff to remain competitive in the marketplace.

Marketing

- With the Marketing Manager develop and execute a marketing strategy to increase sales, ownership, and visibility within the community.
- Communicate information about the business to the members through newsletter, social media, and an annual report.
- Oversee store displays, signage, and other promotions to maximize marketing impact.
- Promote business and community support through donations and participation in community events and organizations.

Keep the Board of Directors fully informed on all aspects of the business.

Required Qualifications

- Financial Management and Reporting
- Team Building and Leadership
- Change Management
- Visioning Skills
- Retail Grocery Experience
- Problem-Solving Ability
- Accountability
- Self-awareness
- Self-motivation
- Respectfulness

Highly Desired Qualifications

- Adaptability
- Business Planning
- Systems Development and Monitoring
- Collaborative Leadership Style
- People Management Experience
- Entrepreneurial Mindset
- Board Governance Experience
- Discretion
- Open Mindedness

Essential Physical Tasks:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee must be able to sit for prolonged periods of time and extended keyboard use and reading of computer screen. The employee is regularly required to stand, walk, use hands, reach talk, and hear. The employee may regularly lift and/or move up to 10 pounds with an occasional need to lift and/or move up to 20 pounds. There may be a rare or occasional need to stoop, kneel, crouch, or crawl.

Ukiah Natural Foods Co-op is committed to recruiting and retaining a diverse workforce. People of color, people with disabilities, veterans, women, members of the LGBTQIA+ community and members of other historically marginalized or hard-to-employ communities are encouraged to apply.

All applicants will be considered without regards to race, color, national origin, religion, sexual orientation, sex, marital or parental status, disability, gender identity or expression, age, or any other basis prohibited by law.

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