

## **JOB ANNOUNCEMENT - GENERAL MANAGER**

### **Neihart Store Cooperative**

#### **Job Overview**

This position will be responsible for directing and controlling the daily operation of the Neihart Inconvenience Store, which soon will be managed as a cooperative enterprise with more than 130 member-owners. The General Manager will be responsible for all facets of co-op management and store operation while modeling exemplary customer service skills.

#### **Accountability**

The General Manager will report directly to the president of a seven-member cooperative board of directors, which has been elected by the member-owners to govern and oversee their store. Owners will share in co-op profits based on their use or “patronage” of the grocery store, so Neihart Co-op members are likely to be the store’s best and most loyal customers.

#### **Responsibilities and Duties:**

- Orders and maintains store inventory levels in accordance with policy standards
- Identifies high demand product categories and manages replenishment
- Controls pricing standards established by the store policies and profitability goals
- Ensures compliance with product quality and product rotation standards, cleanliness, sanitation and safety standards on the sales floor and in storage areas
- Responds to customer needs, questions, and requests for specific inventory items
- Receives and appropriately resolves customer complaints; reports to the Board of Directors as needed
- Implements store operating and merchandising policies and practices
- Prepares and displays appropriate product signage and sales promotion offers
- Hires and supervises clerk/associate positions as budgeted and approved by the Board
- Monitors staff performance and effectively recommends personnel action such as hiring, firing, layoff, promotion, demotion, and disciplinary action
- Monitors and directs work done by volunteers
- Establishes work schedules for associates and volunteers
- Manages store POS system, generates day-end reports, opens and closes cash drawer, prepares reports for bookkeeper or designee.
- **Desired Experience, Skills and Competencies:**
- Experience as a produce, deli, grocery, retail store or operations manager
- Experience with cooperative businesses; especially using co-op accounting principles in a retail setting
- Experience with a Board governance structure and processes; relationship building with the Board
- Communicates effectively in writing and in speech to customers, staff, and the Board
- Works effectively with a variety of people, customers, staff, and vendors
- Organizes, multitasks and manages time effectively
- Problem solves with honesty, integrity and transparency
- Manages financial resources in a secure, timely, and accurate manner
- Demonstrates a professional demeanor, appearance, and cleanliness.

#### **Compensation**

The General Manager will be a full-time, 40-hour/week position paid \$12-15/hour depending on qualifications and experience. Work schedules will vary depending on seasonal store hours, attendance at evening board meetings, and any necessary training. Some travel will be required.

Following the first month of the 6-month probationary period, up to 20 days of paid time off (PTO) will be granted each year in lieu of paid holidays, vacation and sick leave. Both paid and unpaid time off must be pre-approved by the board of directors to ensure that store operations can be covered. No other benefits are being offered at this time, but may be considered in the future.

**Apply for this position by completing a resume and cover letter and sending it to either:**

**Neihart Store Cooperative, PO Box 45, Neihart MT 59465 or [neihartstorecoop@gmail.com](mailto:neihartstorecoop@gmail.com)**