



General Manager Job Summary

Job Purpose

To lead our cooperative so that it achieves the Ends policies determined by our Board of Directors, as follows:

The Durham Co-op Market will:

- Create an open, inclusive, and diverse store that welcomes our community.
- Make high-quality, nourishing food affordable and accessible.
- Support the local economy and local food systems.
- Model environmental sustainability in our practices and products.
- Foster a healthy workplace based on dignity, opportunity, and fair compensation.

Overview of Responsibilities

The job of the General Manager is to ensure the achievement of organizational goals and objectives as defined by the Board of Directors.

The General Manager is empowered to make decisions, create policies, and authorize engagements that are consistent with a reasonable interpretation of Board policies as provided for in the [Executive Limitations](#). In addition, the GM provides direction and execution in the following areas, including but not limited to:

Financial and Planning

The GM directs all financial operations of the cooperative including preparing operating and capital budgets for approval by the Board and is held accountable for control of resources.

Operations

The GM will maintain knowledge of natural foods retailing and industry trends as well as plan and execute a margin strategy designed to be price competitive and maintain adequate profit to ensure a growing business.

Personnel

The GM is responsible for developing an organizational structure that promotes fair distribution of work while maintaining maximum service to customers, and ensuring a safe, healthy workplace for employees. They also hire, supervise, and evaluate all members of the management team.

Reporting Relationships

The General Manager reports to the Board of Directors, which is elected by the members of the co-operative. The Board uses Policy Governance, a system that emphasizes vision and values empowerment and accountability. The Board uses policy to define the results the General Manager is expected to achieve within defined limits of prudence and ethics. The General Manager has the authority to hire, direct, structure, and evaluate all co-op staff members.

Skills and Experience

- **Retail Grocery Experience:** Has experience with grocery store operations, preferably as either a store manager or general manager. Must have familiarity with how stores operate to meet goals and know which key metrics to monitor.
- **Strategic Thinking:** Thinks conceptually, imaginatively, and systematically about success and turning those ideas into action.
- **Financial Management:** The General Manager has top-level financial responsibility and must know the meaning of financial variables, how to find them, and how to place them in a business context.
- **Business Planning:** Can take vision and strategies and turn them into operational plans that align with the Ends statement.
- **Building and Leading Teams:** Team and workplace culture are important drivers of success in the cooperative. Must be able to effectively facilitate the formation and nurturing of teams by creating a climate of trust and encouraging information sharing.
- **Professional Communication:** Able to communicate effectively with multiple audiences using different formats and styles and adjusting for various situations.
- **Problem Solving:** Accurately diagnoses root causes of issues and correctly identifies appropriate resolution.
- **Entrepreneurialism:** Has the entrepreneurial spirit, identifies and appropriately assesses opportunities, seeks innovation.
- **Managing People:** Makes good hiring decisions. Inspires, appreciates, delegates work, and provides feedback. Provides timely coaching and guidance.
- **Collaboration:** Thrives in a cooperative environment. Appreciates teamwork, is open to hearing multiple voices and participating in democratic processes.
- **Accountability:** Is willing and able to hold people accountable and is equally willing to be held accountable.
- **Self-motivated:** Does not require constant oversight, works independently, proactively identifies opportunities and challenges.
- **Advocates for Organization:** Demonstrates focus on needs and success of the whole organization through plans, actions, and words.
- **Service Mindset:** Carries out operational and strategic tasks while demonstrating attention to customers (internal and external) and the co-op's needs. Creates a culture of service in the co-op.
- **Embraces Cooperative Structure:** Is able to articulate what makes co-ops unique and different, works successfully within the cooperative structure.

Physical Demands - Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach,

and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information. Environment: Work is performed primarily in a grocery store setting with extensive public contact and frequent interruptions.

Durham Co-op Market is committed to recruiting and retaining a diverse workforce. People of color, people with disabilities, veterans, women, and members of other historically marginalized or hard-to-employ communities are encouraged to apply.

All applicants will be considered without regard 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.