

General Manager Job Description

Department: Administration
Reports to: Board of Directors

PayRange: GM/Salary
Status: Exempt

Job

Summary: Ensure safe, secure, and financially sustainable day-to-day operations, plan for sustainable growth and ensure hiring, training and supervision of Department Managers and other employees and in compliance with all policies approved by the Board of Directors and in compliance with regulatory agencies.

Essential Duties and Responsibilities:

Storewide

1. The GM is empowered to make organization wide decisions, create policies and authorize engagements that he or she can demonstrate to be consistent within interpretation of Board policy.
2. Follow all NHFC policies and procedures as outlined in the Employee Handbook and Policy & Procedure Manual.
3. Consistently and positively promote ownership and owner benefits.

Customer Service

1. Exceed expectations of internal and external customers for service and provide a welcoming environment for all in accordance with NHFC's customer service standards.
 - a. Resolve customer concerns.
 - b. Anticipate customer needs.
 - c. Promptly respond to requests for service and assistance.
2. Treat all customers and co-workers fairly, consistently and with respect.
3. Engage in creating and maintaining a positive, ethical and productive workplace.

Job Specific

1. Ensure the achievement of organizational results to avoid unacceptable conditions and grievances as outlined in the employee handbook and board policies. The **GM** has the authority to use reasonable interpretation of these policies, as approved by the Board of Directors.
2. Ensure safe, secure and financially sustainable day-to-day operations in compliance with established practices, policies and budgetary restrictions, and applicable insurance and regulatory agencies and to meet the financial and ownership goals established by the Board of Directors.
3. Develop and, as approved by the Board of Directors, coordinate and implement plans for financially sustainable growth of facilities, inventory, services, ownership and/or equity in compliance with established practices and policies.
4. Hire, train, evaluate, coach and supervise department managers and other employees in compliance with established practices, policies and budgetary restrictions to support day-to-day operations and to achieve desired progress.
5. Perform other tasks assigned by the Board of Directors

Preferred Knowledge, Skills, Abilities

- Bottom line financial accountability of annual retail sales of **4** million or more.
- Co-op or natural foods management experience.

Essential Knowledge, Skills, Abilities

- Post-secondary business management degree or minimum five years experience in business management.
- Minimum five years experience supervising multiple employees including, but not limited to, interviewing, training, delegating, ensuring accountability, coaching, evaluating and leading a management team.
- Experience in retail management.
- Analytical ability and proficiency in math.
- Outstanding customer service skills.
- Attention to detail and good organizational skills.
- Ability to communicate professionally through documentation, oral and written presentations and public speaking.
- Ability to handle multiple demands, work under time pressures and meet deadlines.
- Personal integrity to handle confidential information.
- Willingness to be open, to learn and to take on new responsibilities.
- Demonstrate objectivity, neutrality and calmness under pressure.
- Ability to follow through on systems and procedures.
- Computer proficiency including, but not limited to, keyboard experience, email, and Microsoft Office.
- Ability to work efficiently in a fast-paced environment.
- Ability to be flexible and to adapt to changing conditions quickly.
- Demonstrated ability to follow through on commitments.
- Ability to prioritize tasks.
- Regular, predictable attendance.
- Effective communication skills in English.
- Available to work evenings, weekends, and occasional holidays.

Work Environment:

Occasional Exposure

- a. Outdoor weather conditions (e.g., tasks in loading dock and receiving areas, landscaping, events, construction projects).

Essential Physical Requirements

1. Ability to frequently lift and move up to 25 lbs throughout shift.
2. Frequently stand, walk, squat, bend, sit, balance and rotate body.
3. Ability to do repetitive office tasks (sitting at a desk, reaching, bending, filing, using a computer keyboard and looking at a computer screen) for up to eight hours per day
4. Physical dexterity to handle writing instruments, keyboards, computer mouse, scissors, stapler, copier, camera, automobile.

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and require employees to perform other tasks as circumstances or conditions of its business, competitive considerations or the work environment change.