



## General Manager Position Announcement

**Posted: December 1, 2019**

**Organization:** The Sugar Beet Food Co-op

**Organization location:** Oak Park, IL

**Apply by:** January 12, 2020

The Sugar Beet Food Co-op is currently accepting applications for a General Manager. We are seeking a leader who values a diverse community, is highly networked in the natural foods/co-op community, is a strategic thinker comfortable in a competitive retail environment and is an inspirational team leader with a growth- and inclusive- mindset.

The Sugar Beet is a member-owned, natural foods retail cooperative with over 2,500 members located in Oak Park, IL. Our geothermal, LEED certified 6,300 sq. ft. store has been open since 2015 and reaches annual sales of over \$4.5 million of food and associated products. Our values are based on democratic and sustainable principles. We have a strong commitment to supporting local producers, carrying a wide range of organic and eco-friendly products, and value our members' desire for a deeper connection to local farmers and producers. If you would like to join our Co-op community and you meet the requirements and qualifications detailed below, we welcome you to apply. More information about our store as well as a detailed job description can be found at <http://sugarbeet.coop>.

### Responsibilities:

- Carry out the vision, mission, goals, and objectives of The Sugar Beet Food Co-op
  - Manage the store's financial and operational status in alignment with the plans established in partnership with the Board of Directors
  - Smooth execution of all daily store operations.
  - Maintain our friendly community- oriented and inclusive store atmosphere; provide prompt customer service and member relations; and ensure the appearance and safety of the store are best-in-class.
  - Collaborate with department heads for effective marketing and merchandising strategies that include educational and sampling demos.
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- Strong financial management, including interpretation, planning and implementation of financial reports, maximizing operational efficiency, and ensuring adequate cash

flow and capital for present and future operations. Provide Board of Directors with regular and appropriate levels of reporting.

- Lead, schedule and attend regular staff and manager meetings to plan and monitor store and department systems, financials, communications, events, and member workers.
- Hire, supervise, develop, evaluate, and determine compensation for staff with a focus on positive reinforcement, inclusivity and empowerment.
- Oversight of physical plant maintenance and repairs.
- Demonstrate a genuine interest in creating a high performing work environment

Considered individuals will be highly motivated and show experience in the following qualifications:

### **Natural Grocery Leadership**

- Natural grocery store management experience, ideally within a grocery co-op, with keen understanding of industry and consumer trends
- Supervisory experience: developing and coaching, leading by example, management of supervisory employees, and other similar functions
- Financial experience: operating, capital, and cash budgeting; interpreting and analyzing financial statements and accounting ratios, etc.
- Demonstrated ability to motivate and develop team and foster stakeholder alignment around a vision
- Personal and professional values that align with cooperative principles

### **Growth**

- Ability to identify the need for, plan and execute the systems needed to support our growing business
- Bottom line accountability experience for a business with minimum annual sales volume of \$4.5 million
- Demonstrated ability to create and implement strategy for development and growth in a competitive market
- Experience working with boards and policy governance
- Familiarity with open-book management
- Desire and ability to effectively represent the Sugar Beet Co-op to a diverse community
- Ability to build and maintain community, local and national relationships

## About Oak Park, IL

Oak Park, located just 10 miles west of downtown Chicago, boasts excellent schools, world class architecture, shopping, dining and an extensive public transportation network. But Oak Park is more than a place - it also is a way of life.

Oak Park was named one of 20 Best Towns & Neighborhoods in Chicago & the Suburbs by Chicago Magazine. Oak Park was voted Third Best Neighborhood in the United States, by American Planning Association. Oak Park is a highly educated village of 50,000 with a vibrant business district, easy access to public transit via three train lines and is a diverse community committed to sustainability and progressive ideals. Oak Park is recognized for its tree-lined neighborhoods, smart village planning, bike-friendly streets and popular farmers' market.

To apply for or inquire about the General Manager position, please send a cover letter and résumé with three professional references to [board@sugarbeet.coop](mailto:board@sugarbeet.coop)



## General Manager Job Description

### **Job Summary**

The General Manager is responsible for the successful overall management and operation of Sugar Beet Food Co-op in accordance with its core mission and cooperative values. This includes strategic planning, board relations, financial operations, human resources, leadership, contracts and compliance, public relations, co-op governance support and other responsibilities related to effectively managing the Co-op. The General Manager is also responsible for reporting to and supporting the activities of the Board of Directors and governance processes in general. This position upholds the Co-op's standards through effectively developing and supporting the Co-op's management team and staff, implementing efficient and productive systems, demonstrating stellar leadership and inclusivity, and being accountable for financial performance all in a manner that demonstrates the values of Sugar Beet Food Co-op and the co-operative identity. Reports to the Board of Directors, which is elected by the Co-op's member-owners.

The ideal candidate for Sugar Beet Food Co-op will love to:

- Deliver exceptional customer service.
- Grow sales and control costs.
- Identify, hire, train and retain talent.
- Merchandise and sell in a competitive marketplace
- Be an integral part of your local community.
- Be committed to the Co-operative principles.
- Work-cooperatively with a strong management team and staff, and the Board of Directors.

### **Status**

Full-time, FLSA Exempt

### **Reporting Relationships**

Reports to the Board of Directors, which is elected by the Co-op's member-owners. Responsible for a team of 40+ staff-members. Supervises staff management directly.

## Essential Duties and Responsibilities

### Operations

- Establishes organizational goals, sales goals, performance objectives, guidelines and best practices based on Sugar Beet mission and objectives.
- Oversees implementation of store operations, information technology, marketing, human resources, finance, and other systems that strengthen the Co-op.
- Ensures the store departments operate effectively and efficiently in alignment with established goals and practices; ensure store objectives are on-strategy and clear, outcomes achieved, and performance standards upheld.
- Assists and monitors departments in establishing and carrying out financial plans for sales, margin, labor and effective inventory management.
- Collaborates with department managers to drive merchandising programs that differentiate the Co-op
- Ensures that product selection is innovative and meets operational objectives, owner and customer needs, category management plans, and product guidelines.
- Develops and monitors plans to optimize inventory management programs and practices.
- Ensures information technology systems meet operation's and serve co-op customers' needs.
- Establishes and monitors store and personnel policies that protect organizational risk, meet operational goals and foster a positive, inclusive work environment.
- Collaborates with marketing lead to design and execute programs that draw customers into the store, differentiates the co-op and serves owners and the broader community.

### Customer Experience

- Creates an inviting store atmosphere and safe facility; oversees operational outcomes and guarantees performance standards are met and that employees work individually and collectively as a high performing team.
- Provides a welcoming environment for all people of all diverse backgrounds that is in accordance with the Co-op's customer service standards.
- Ensures customers receive prompt, friendly and courteous service in a professional manner that reinforces our cooperative advantage.

### Financial Management

- Prepare and oversee annual capital, operating and cash budgets.
- Oversee the monitoring and managing of all labor and other controllable expenditures within budget. Monitor deviations and work with staff to improve financial performance.
- Responds to changes in operations as needed to ensure continued financial success of the co-op.
- Ensures responsible stewardship of the co-op's assets.

## Strategic Development

- Takes a lead role and partners with the Board in proposing, developing and executing organizational strategy.
- With the support of the store management team, develops and executes tactical plans that align with Sugar Beet Food Co-op's organizational strategy, goals and objectives.
- Develops annual business plan.
- Support managers in developing specific departmental plans and other reports and documents as needed.

## Contracts and Compliance

- Acts as organizational point of contact for other organizations and for legal compliance.
- Maintains existing contractual obligations and attains favorable contract terms on new contracts.
- Ensures organizational compliance with government regulations including labor, safety, food safety, and other regulations.

## Health, Facilities, Safety, and Security

- Understands, implements required programs, manage and monitor compliance with applicable federal and state health and safety laws.
- Ensures that all staff are trained in and follow all organizational safety procedures and guidelines.
- Regularly reviews security needs of the store and implement facility or procedural improvements.
- Ensures that the store provides a safe work environment for all staff and customers.
- Plans and prepares for emergencies, including (but not limited to) weather, equipment failure. Works to ensure continuity of operations and minimize financial loss.
- Reviews and ensures adequate legal and insurance support for the Co-op to mitigate financial risk.

## Employee Management and Development

- Develops and maintains a system to facilitate communication between all managers and staff.
- Establishes clear expectations for direct reports and ensures team holds each other accountable.
- Ensures practices are consistently applied across departments and teams.
- Establishes and collaborates with direct reports in establishing procedures to ensure administration of department programs.
- Supervises work performance and conduct of direct reports and upholds Sugar Beet Food Co-op's performance management practices of offering progressive corrective action and staff recognition as needed and in accordance with co-op policies, procedures, labor and legal guidelines.

- Provides training and development opportunities that enhance employees' abilities and builds upon their skills, knowledge and abilities.
- Interviews and hires or oversees the interviewing and hiring of employees according to co-op procedures.
- Facilitates regular team or department meetings.
- Models behaviors that support the values of Sugar Beet Food Co-op through supportive and participatory leadership qualities, promoting cooperative team building and motivating staff to achieve goals.
- Promotes a satisfying work environment within the store that supports the values of the Co-op.

#### Governance

- Demonstrates an understanding of and commitment to Board Policy.
- Attends all meetings of the Board of Directors. Reports consistently to the Board following Board-established reporting standards at monthly Board meetings, committee meetings, and through regular communication to the Board.
- Executes governance activities as directed by Board of Directors including elections, Board development, retreats, and other projects.
- Provides support for regular Board of Directors activities such as communication, meetings, retreats, etc.

#### Other Duties

- Abides by all co-op policies and procedures as specified in the Employee Handbook or by expectations established by the Board of Directors.
- Attends meetings and events (e.g., community, Board, industry conferences, etc.) as requested
- Supports the cooperative values and principles daily.
- Compiles reports as appropriate and/or requested.
- Performs other duties and works in other departments as needed.

## Essential Qualifications

### *Required Essential Skills and Experience*

#### Education and Experience

- 5+ years of experience in retail grocery management.
- Experience managing financial statements and projections.
- Experience developing and managing a high-performing team (including direct reports and staff).
- Previous experience creating and developing effective procedural standards.
- High School diploma, GED or equivalent certificate.

#### Language and Math Ability

- Demonstrate superior oral and written communication across a wide variety of mediums and diverse audiences including the Board, staff, members, the larger community and the Co-op's partners.
- Comprehend complex situations, instructions, correspondence and memos.
- Effectively present information in one-to-one and small group situations to various audiences.
- Understand equations, reports and financial terms used in Sugar Beet grocery retail management systems.
- Apply basic concepts to read and forecast department budget.

#### Reasoning Ability

- Apply common sense understanding to carry out day-to-day work including detailed written or oral instructions.
- Deal with problems involving a few concrete variables in standardized situations.
- Prioritize multiple demands.

#### Computer Skills

- Use Microsoft Word, Excel, Email and website software proficiently.
- Ability to learn and use POS or other proprietary reporting systems.

#### Other

- Attention to detail and ability to communicate via and follow written and verbal instructions.
- Proven ability to set and achieve organizational and department strategies, goals and objectives.
- Desire to determine, foster and develop the best qualities and contributions of all staff.
- Ability to travel via various forms of transportations and may include overnight stays for periods of time.

## Essential Mental Requirements and Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

### Problem Solving

- Identify and resolve problems in a timely manner.
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### Customer Service

- Communicate respectfully.
- Respond promptly to customer needs.
- Respond to requests for service and assistance.
- Manage difficult or emotional customer situations.
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### Managing People

- Delegate and direct duties and assignments tactfully and effectively.
- Develop staff's skills and encourage growth.
- Train and coach employees.
- Continually work to improve team performance.
- Be available to staff.

### Adaptability

- Adapt to changes in the work environment and competitive landscape.
- Manage competing demands.
- Deal with frequent change, delays, and unexpected events.

### Attendance and Punctuality

- Consistently report to work and arrive on time.
- Ensure work responsibilities are covered when absent.
- Arrive at meetings and appointments on time.
- Must be able to work mornings, afternoons, evenings, nights and weekends as needed.

### Dependability

- Respond to management direction by the Board of Directors.
- Commit to meeting department goals and expectations.
- Complete tasks on time and on budget.

### Quality

- Demonstrate accuracy and thoroughness.
- Look for ways to improve and promote quality.
- Provide feedback to improve performance.
- Monitor own work to ensure quality.

## Quantity

- Work quickly and accurately with a sense of urgency.
- Meet productivity standards.
- Strive to increase productivity across the organization.

## Safety and Security

- Follow all safety policies and procedures which have been designed to protect the safety of self, co-workers, and Co-op customers.
- Address any potentially harmful equipment or situations in accordance with Co-op policy and without delay.
- Report safety-related accidents and incidents immediately to Human Resources.
- Operate equipment properly and in a safe manner that will not lead to injury of self or others.
- Follow all safe food handling guidelines as required by local, state, and federal laws.

## Essential Physical Requirements

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## Physical Demands

- 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 6 hours per day
- Manual dexterity to handle writing instruments, keyboards, computer mouse, scissors, stapler, etc.
- Stand for an extended period.
- Frequently walk, squat, bend, sit, balance and rotate body, ascend and descend stairs, ladders and step stools.
- Use hands to grasp, handle, or feel.
- Reach with hands and arms.
- Walk, climb, or balance and stoop.
- Lift and move up to 25 pounds.
- Lift and move up to 50 pounds (occasional).
- Public speaking in small to large group settings.
- Talk and hear.
- Close vision, distance vision, peripheral vision, and depth perception.

## Work Environment

The work environment described here is representative of what an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.\

### Frequent exposure

- Background music
- Food odors, grain and spice dust, exposure to food allergens
- Outdoor weather conditions (e.g., tasks in loading dock and receiving areas, landscaping, events, construction projects) - occasional only
- Wet and/or humid conditions (e.g., walk-in/reach-in coolers/freezers) - occasional
- Standing on cement floors
- The noise level in the environment ranges from moderate to loud.

### **IMPORTANT DISCLAIMER NOTICE**

This is an exempt position. 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