



www.leverettcoop.com

**Job Announcement--August 2020
GENERAL MANAGER
Leverett (Mass.) Village Co-operative**

BACKGROUND:

The Leverett Village Cooperative (Co-op), founded in 1986, is located just 10 miles from the university town of Amherst, MA., rural and beautiful area of woods, farmland and a nearby lake. A community cooperative serving the towns of Leverett, Shutesbury, Wendell and Montague, the Co-op is the closest grocer, restaurant/café and prepared foods venue (including renowned baked goods!) for many of the estimated 10,000 residents of those towns. The Co-op was established when area residents decided to purchase grocery items more cheaply by bringing the community together and forming a cooperative. After a period of declining revenues, the Co-op has recently experienced a re-energizing and revival. With financing from hundreds of contributing member-owners and dozens of member lenders, the Co-op has renovated and re-envisioned the store, and continues to expand its offerings. Community engagement remains an integral part of the Co-op operation which continues to be a valued community asset.

The Co-op is committed to being an inclusive community center, through stocking products for all incomes, sponsoring affordable events, maintaining sustainable environmental practices, and promoting participatory democratic input from members and customers. The current number of member-owners is about 800, and there is a current membership drive aimed at bringing in 50 new members. Revenues this summer averaged \$70,000 a month in spite of the pandemic. Future plans include a fundraising telethon, events in the outdoor picnic space, and weekly music events when feasible.

OVERVIEW OF DUTIES/RESPONSIBILITIES:

The General Manager (GM) is responsible for overseeing the functioning of the Co-op so as to safeguard the interests of the members in accordance with the bylaws and policies of the cooperative as well as of local, state and federal laws. The GM is responsible for Co-op operations in all areas including but not limited to: customer/community service, membership, staff oversight, health and safety, facility operations, purchasing, marketing/sales, and financial accounting. The GM has the authority to hire, direct, and evaluate all other staff, and works to ensure the Co-op meets all financial, quality and operational goals set jointly with the Board of Directors. Working closely with member-owners, the Board, and store personnel, the General Manager will set and achieve short- and long-term goals, monitor progress against these goals, identify and execute needed improvements, and lead innovation and growth. The GM reports to the Board of Directors, which is elected by the Co-op's member-owners.

SPECIFIC DUTIES AND RESPONSIBILITIES BY MANAGEMENT AREA:

Operations:

- Oversee day-to-day operations of the Co-op;
- Supervise scheduling of staff for maximum productivity;
- Promote teamwork among departments and ensure resolution of all operational issues.

Personnel:

- Supervise all matters relating to personnel, in accordance with personnel policies established by the Board;
- Ensure strong communication with all staff via staff and individual meetings.

Finance:

- Ensure that the store runs in a financially responsible manner;
- Assess revenue generating departments to maximize contributions to overall financial performance;
- Control cash flow to meet seasonal demands;
- Liaise with Board Treasurer to supervise the bookkeeper's preparation of regular financial reports.

Merchandising:

- Coordinate buying of products and supplies for the Co-op;
- Maintain positive relationships with vendors and suppliers;
- Establish and lead stocking, merchandising and display practices which support maximum sales and good community relations.

Member-Customer Services And Community Relations:

- Develop and maintain good working relationships in the community;
- Cultivate visible and engaged presence on the floor of the store.

Marketing:

- Attend and support workshops and activities of the Neighboring Food Co-op Association (NFCA) of which the Co-op is a member;
- Support existing marketing/fundraising efforts.

Other/general:

- Ensure that the store operates in compliance with all current Board policies and assist the board with development of such policies;
- Attend regular Board and general membership meetings to give written monthly reports of Co-op activities;
- Provide staff support for committees and Board-sponsored activities as necessary.

Note: This description is intended to outline the primary responsibilities, general nature and level of work being performed by the General Manager. It is not intended to be an exhaustive list of all responsibilities, duties and competencies.

DESIRED PROFILE:

- Experience as manager or in an operational leadership role (such as department head) in a retail food store and/or healthy prepared foods operations, or transferable experience;
- Personal and professional values that align with cooperative principles;
- Strong work ethic and ability to organize time, manage diverse activities, adapt to change, and meet critical deadlines;
- Ability to achieve bottom-line accountability and operational sustainability for a business;
- Proven ability to develop and implement a strategic plan based on a shared vision;
- Proven ability in team building, including leading and motivating others to achieve organizational goals;
- Experience in accounts payable and receivable, working and long-term capital needs and resources;
- A sense of humor and a can-do attitude!

APPLICATION:

To apply, send an email to LeverettVillageCoopBoard@gmail.com with the following attachments in Word or PDF format. Applications will be accepted until October 16, 2020 or until the position is filled.

1. Cover letter.
2. Resume.
3. Three employment references with full contact information (name, address, phone, email, title, relationship).

While the Co-op strongly prefers applications via email, if access to the internet is an issue for any reason, please apply via postal mail to:

Board President, Leverett Village Co-op
180 Rattlesnake Gutter Road
Leverett, MA 01054

The Leverett Village Co-op values excellence and diversity in hiring and is an equal opportunity employer (EOE).