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Job Announcement--June 2022
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., in a bucolic area of woods, farmland and lakes. 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 for many of the estimated 10,000 residents of those towns. After a period of declining revenues, the Co-op is now experiencing 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. With more than 900 member-owners, revenues average around \$60,000 a month and plans are underway to increase that amount. Our beautiful grounds are the site of periodic fundraising events, artisan fairs and picnics, and our new donor-funded patio space hosts weekly music events. The membership looks forward to welcoming a new GM to bring fresh creativity and vitality in maintaining and expanding the exciting offerings and atmosphere of our community store.

OVERVIEW OF DUTIES/RESPONSIBILITIES:

We are looking for a versatile and energetic General Manager (GM) who takes a hands-on approach to all aspects of running our Co-op. The GM is responsible for Co-op store and café 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, a management team 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, lead innovation and growth and keep members and the Board apprised. The GM reports to the Board of Directors, which is elected by the Co-op's member-owners, and we have high expectations for strong and productive communication. Ultimately, the 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.

SPECIFIC DUTIES AND RESPONSIBILITIES BY MANAGEMENT AREA:

Operations:

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

Personnel:

- Accomplish the Co-operative's objectives, in accordance with personnel policies established by the Board, by supervising all matters relating to staff: Recruit, orient, train, coach, communicate job expectations and provide employee feedback as needed;
- Establish an atmosphere of collaboration and support, enabling staff to enjoy and contribute to the success of the Co-op and ensuring a healthy, safe, fair, collaborative, non-discriminatory and legal work environment;
- Demonstrate strong communication with all staff via staff and individual meetings and periodic reviews;
- Oversee compliance with the cooperative's employee manual and job descriptions and update as needed;
- Manage employee separation and exit interviews as needed in a fair and legal manner
- Develop employee policies, operational procedures and productivity standards;
- Prepare a yearly payroll budget that balances operating budget constraints, operational demands, and the local job market.

Finance:

- Ensure that the store runs in a financially responsible manner, using both budgeting and reporting tools;
- 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 foster and maintain an enjoyable and productive workplace and to achieve organizational goals;
- Effective communication skills;
- 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 August 31, 2022 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).