



GENERAL MANAGER'S AUTHORITY, DUTIES & RESPONSIBILITIES

The General Manager is hired by and reports directly to the Cooperative's Board of Directors. The General Manager is responsible and accountable for all the following areas:

Board Relations:

- Work with the Board President to set Board meeting agendas.
- Ensure Board packets are prepared and distributed in advance of Board meetings.
- Prepare for and attend Board meetings.
- Prepare and present timely and effective reports to the Board supported with appropriate analysis; reports will focus on:
 - Monitoring business performance and compliance with Board policies and limits defined by the Board.
 - Progress towards goals.
 - Significant deviations from goals, compliance or sound business performance.
 - Plans for corrective action.
- Maintain effective communication and working relationships with Board Directors and Board President.

Finance:

- Oversee preparation of annual operating and capital budgets for final approval by the Board of Directors.
- Oversee preparation and analysis of quarterly financial statements for presentation to the Board of Directors.
- Ensure budgeted financial targets are met; provide rationale /explanation for deviations.
- Ensure the financial viability of the Co-op.

Operations:

- Determine product and pricing strategies.
- Control labor costs and enhance productivity.
- Ensure timely negotiations and renewals of any lease and/or sublease.
- Ensure the physical plant is adequately maintained and meets all security, health and safety standards.
- Ensure efficient operational systems; identify and solve operational problems.
- Plan for and implement changes and improvements to physical operation.
- Ensure assets are utilized productively and safeguarded from loss.

Human Resources:

- Establish and ensure adherence to personnel policies.
- Recruit, orient, evaluate, discipline, supervise and guide management staff.
- In collaboration with the Human Resources manager, assist department heads with HR needs within their departments.
- Ensure development and maintenance of job descriptions, evaluation programs, employee compensation and benefit packages.
- Provide adequate professional development opportunities for all staff.
- Ensure adherence to all applicable employment law.
- Foster employee job satisfaction and commitment to the Co-op.

Marketing/Merchandising:

- Ensure the Co-op is marketed to the community to increase sales, membership and visibility within the community.
- Ensure the use of effective merchandising.
- Represent the Co-op (or designate a delegate) to the general public, media and other businesses in the community.
- Ensure the Co-op provides outstanding customer service to its members and customers.

Membership:

- Ensure clear and effective communications to the membership.
- Ensure overall member satisfaction by monitoring key indicators.
- Develop and monitor the usage and value of the member benefit program.
- Maintain accurate membership records.

Planning:

- Work with department heads to establish goals and to address department, store and scheduling needs.
- In conjunction with the Board and department heads, participate in strategic planning sessions and creation of long-term plans.

Professional Development:

- Prepare personal professional development plan to ensure ongoing educational opportunities.
- Attend conferences, seminars, etc. relative to cooperative management and natural food products.