



## General Manager

The Kootenay Co-op is a member owned Cooperative grocery store located in the beautiful mountain town of Nelson BC. The Co-op was started in 1975 by a small group of friends who started a buying club to cooperatively purchase their food. Today it has grown into an integral part of the fabric of Nelson's economy with \$26+ million in annual revenue and 150 staff. The Co-op is a staple for some of the best organic and local food that you can find in our area. We serve our members and community and strengthen our local food system by providing the highest quality, local, sustainable, and organic products at reasonable prices, in a welcoming environment, with exemplary customer service. We envision thriving communities with resilient food systems, where all people have access to affordable food that is healthy for our bodies, our communities, and the Earth.

### Position Overview

The Co-op is currently hiring for a General Manager. The General Manager is responsible for the overall strategic direction and business planning for our Co-op and is accountable for operational performance. They direct and coordinate the activities of our Co-op to ensure that it meets the needs of our members, staff, and community. This is a 40 hour a week role with requirements to be on call as needed to support our 7 day a week operation.

### KEY DUTIES AND RESPONSIBILITIES

- Plan, develop and progress strategic business objectives in collaboration with the management team & Board of Directors
- Ensure our Co-op and employees operate according to established Cooperative principles, store policies and health & safety regulations and lead by example in all these areas
- Maintain and improve overall in-store customer experience in alignment with established Mission, Vision, and Values
- Foster and maintain a good working relationship with staff, members, and the board
- Develop and implement plans for financial stability and growth
- Review financial statements, sales and activity reports, and other performance data to measure productivity and goal achievement to drive decision making
- Establish and implement departmental policies, goals, objectives, and procedures, collaborating with management team and staff as necessary
- Develop and maintain data analysis capabilities to drive decision making
- Maintain and adjust the Co-op's operational structure to align with business priorities
- Maintain a robust workforce plan to ensure the business is appropriately staffed for current operations and future strategic goals
- Establish and oversee effective implementation of overall marketing plan and strategy
- Maintain and develop efficient operational systems for all aspect of the store
- Identify and solve operational problems and plan for and implement changes and improvements to the operation as necessary

- Ensure the physical site is adequately maintained and meets all security and health & safety standards
- Consistently maintain professionalism, tact, diplomacy, and sensitivity
- Plan for, and respond to, any unexpected events

#### **KNOWLEDGE, SKILLS & ABILITIES**

- A minimum of a post-secondary degree in Business Management or similar
- 5+ years of related Grocery experience
- 15+ years of management experience in a large-scale business operation with a minimum of 2-3 years supervising other managers
- 10+ years of experience leading a large-scale business is preferred
- Thorough understanding of Co-operative principles and values
- Strong business acumen with an entrepreneurial mindset
- Excellent interpersonal skills with the ability to remain calm under pressure
- Exceptional ability to multitask and prioritize between competing high-importance tasks
- Experience developing and implementing strategic plans
- Experience developing annual operating budgets and associated financial planning
- Ability to identify measures of performance and actions needed to improve or correct accordingly
- Ability to motivate, inspire, and lead employees
- Ability to provide staff with thoughtful and precise feedback while also being open and willing to accept feedback from staff at all levels
- Excellent oral, written & listening skills

#### **WHY WORK AT THE KOOTENAY CO-OP?**

Employees of the Co-op are truly unique. Our friendly, talented staff have created a culture of inclusiveness and teamwork, along with a passion for bringing organic, sustainable food to the Nelson area. Employees receive a store discount, health and dental benefits, RRSP contributions, and competitive wages. We value work-life balance, continuous improvement, and maintaining a friendly work environment where each staff member can get involved in making the Co-op a great place to shop and work.