

# General Manager, Kootenay Co-op

The Kootenay Co-op is a member-owned cooperative grocery store situated in the beautiful city of Nelson BC. The Co-op arose from humble beginnings in 1975 in the Slocan Valley by a small group of like-minded friends who started a buying club to cooperatively purchase their food. This initiative set the stage for where we are today.

The Co-op has grown into \$27 million in sales with six distinct revenue departments, 150 staff and 16,000 members. While our size and scope may have changed, the Co-op's passion for sourcing high quality products, many from local suppliers, has not wavered.

## POSITION OVERVIEW

The Co-op is currently hiring for a General Manager. Reporting to the Board of Directors, the General Manager is responsible for the overall strategic direction, business planning and operational performance of our Co-op. Together with a strong management team, they ensure the needs of our members, staff, and community are achieved.

## KEY DUTIES AND RESPONSIBILITIES

- Plan, develop and advance strategic business objectives in collaboration with the management team and Board of Directors
- Lead by example and ensure our Co-op and employees operate according to established Cooperative principles, store policies, and health and safety regulations.
- Maintain and improve overall in-store customer experience in alignment with established Mission, Vision, and Values
- Demonstrate collaborative leadership and the ability to foster and maintain a good working relationship with the management team, employees, Co-op members, and the board.
- Develop and implement plans for financial stability and growth.
- Exhibit strong understanding of financial statements, sales, activity reports and performance data to effectively measure productivity and goal achievement.
- Establish and implement departmental policies, goals, objectives, and procedures, collaborating with management team and staff as needed.
- Maintain and adjust the Co-op's operational structure to align with business priorities.
- Together with the management team, maintain a strong 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 aspects of the store.
- Identify and solve operational problems and plan for and implement changes and improvements, as necessary.
- Ensure the physical site is adequately maintained and meets all security as well as health and safety standards.
- Plan for, and respond to, any unexpected events.

## **KNOWLEDGE, SKILLS & ABILITIES**

- A minimum of a post-secondary degree in Business Management or similar
- 3+ years of related Grocery experience
- 8+ years of management experience
- Thorough understanding of Co-operative principles and values
- Strong business acumen with an entrepreneurial mindset
- Outstanding people skills with the ability to evaluate stressful situations in a composed, measured manner.
- Proven ability to prioritize between competing demands.
- Experience developing and implementing strategic plans, operational budgets and associated financial planning.
- The ability to reinforce a culture of strong mentorship and guidance and provide direct reports with timely, thoughtful, and accurate feedback.
- The ability to give employees space and be open and willing to accept feedback.
- Consistently exemplify professionalism, tact, diplomacy, and sensitivity.
- Proven ability to motivate, inspire, and lead employees.
- Excellent oral, written and 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, professional development and maintaining a friendly work environment where each employee is encouraged to make the Co-op a great place to work.

Salary is negotiable, starting at \$130,000, dependent on qualifications and experience. Salary is reviewable periodically.

This role is 40 hours a week with requirements to be on call as needed to support our 7-day a week operation.

**If you see yourself continuing to guide the future of this remarkable team and organization, click the link below for a detailed position description. Please email all inquiries to [gmjobs@kootenay.coop](mailto:gmjobs@kootenay.coop)**