



Lovettsville Cooperative Market Operations Manager Job Description

Position Summary

The Operations Manager is a full-time salaried position that is responsible for assisting the General Manager in the effective management of the daily operations of the Co-op in order to conform to the policies adopted by the board. In addition, the Operation Manager is responsible for directly supervising and managing the staff and operations of all departments, as well as customer service and policy compliance throughout the store. The Operations Manager will also manage the store in the absence of the General Manager. The Operations Manager will report directly to the General Manager.

Operations

- Maintain practices and procedures for daily operations that will ensure a stable, profitable, and growing business.
- Monitor and manage operations throughout various departments.
- Ensure ingredients, product selection, and food preparation is consistent with Lovettsville Food Co-op Mission Statement.
- Ensure all health and safety rules are properly followed.
- In the absence of the General Manager, assume full authority and responsibility for the Co-op.
- Ensure all Governmental regulations are enforced.

Merchandising and product management

- Ensure an aesthetic, engaging, and comfortable shopping and dining experience.
- Assist in the innovation, coordination, and implementation of effective merchandising plans.
- Work collaboratively across departments to emphasize and deliver dynamic merchandising.
- Foster relationships with vendors and producers to develop effective product promotion and merchandising.

Human Resources

- Assist in the hiring, training, supervision, and evaluation of performance for department managers and staff.
- Assist in the supervision of department planning and goal setting.
- Supervise and assist all department managers in achieving their goals.
- Perform annual and periodic reviews of department leads and staff.
- Proactively train, develop, and coach employees towards early success.
- Support an organizational structure that promotes fair distribution of work, while maintaining maximum services to customers and members.

- Maintain detailed and accurate documentation for all department managers and staff.

Participation and Leadership

- Practice effective delegation, communication, and feedback.
- Participate with the General Manager and Board as co-leaders in identifying emerging trends and progressive practices, when establishing organizational goals and objectives.
- Monitor and manage member and community relations.
- Advise the General Manager of instances where a policy of Lovettsville Food Co-op should be altered, abandoned, or replaced.
- Assist the General Manager with effectively communicating our vision, mission, and commitment to the community.

Facility Maintenance Issues

- Stay in tune with the condition of the facility and determine when outside maintenance professional need to be requested.
- Maintain a list of contact information for maintenance services.
- Address any potential safety hazards immediately.

Other duties as indicated by the General Manager.

Requirements

- Reliable transportation
- Open availability
- Strong communication skills
- Excellent customer service skills
- A Minimum of 3 years in the natural food industry
- Knowledge of Organic/Natural food preferred
- High standard of integrity and reliability
- Flexible schedule