

the mustard seed.

CO-OPERATIVE GROCERY, INC.

Job Summary

The Mustard Seed Cooperative Grocery, Inc., a new non-profit cooperative in Hamilton, ON, is seeking a General Manager to take a lead role in planning, organizing, directing, and controlling resources for the opening and subsequent management of a downtown grocery store. We welcome applications from highly motivated and dynamic individuals with managerial experience in the grocery industry and a strong knowledge of and commitment to cooperative values. This full time salaried position is anticipated to start in April 2013.

Responsibilities

Work with the Board of Directors, Project Manager, and volunteer Action Teams to ensure all needs are met for the successful opening of the store in May 2013. Oversee, assist and supervise all store staff in the achievement of established goals and objectives.

Financial Accountability

- Oversee and participate in preparing annual budgets as well as sales and membership targets
- Oversee the monitoring and managing of all labour and controllable expenditures
- Understand and use financial tools, reports, and key indicators to direct operations

Operations

- Monitor store conditions to meet customer service objectives and budgetary goals, ensuring alignment with The Mustard Seed's mission and vision
- Maintain a customer friendly, clean and safe store
- Help direct and maintain inventory, product mix, and merchandising standards to meet the co-op's values and targets
- Ensure compliance with all municipal, provincial and federal codes; ensures all permits and licenses are current
- Understand and implement required health and safety programs, and manage and monitor compliance with applicable federal, provincial and municipal health and safety laws
- Ensure that the store provides a safe, healthy and happy environment for staff and customers

Customer Service

- Evaluate and identify customer service needs and develop and implement training to ensure the co-op provides outstanding service to its customers and communicates clearly and effectively
- Monitor key indicators to ensure overall customer and member satisfaction

Human Resources

- Maintain and implement staff training plan, pay scale, position descriptions, staffing structure, orientation process, employee benefits and policy manual
- Hire and facilitate the training of all compensated staff and implement any lay-offs or terminations required
- Develop and maintain a system of staff performance feedback, as well as providing ongoing real time feedback to all staff
- Facilitate a system of communication with and among staff to ensure a well and equally-informed team with regards to all information salient to the success of the store
- Ensure that all staff are trained in and follow all organizational safety procedures and guidelines

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Store Promotion

- Ensure, in collaboration with The Mustard Seed communications coordinator, that website and social media content is accurate and consistent with store updates and operations
- Plan and manage store promotions
- Design, maintain, and implement a marketing campaign within budget to maximize local involvement and increase sales and membership

Board Relationship

- Attend meetings of the Board of Directors, present updates and report on key indicators as requested
- Work with Board to establish and achieve annual goals and objectives that are in line with set fiduciary and strategic parameters
- Work with Board in transition from Operational to Governance oversight model

Perform other work as reasonably requested.

Qualifications

- Minimum 3 years of experience in retail management, preferably in a start-up cooperative food store or independent community grocery store
- Experience in opening a new store or involvement in expansion or development of new departments in an existing grocery store
- Post-secondary education in business, finance, community development or a related field
- Financial management experience, including planning and implementation of budgets, maximizing operational efficiency, and ensuring adequate cash flow and capital
- Proven ability to develop, articulate and implement a vision, including financial and strategic business planning
- Experience with management of personnel including hiring, training, supervising, evaluating, compensation and termination
- Strong inventory management skills including negotiating with suppliers, product analysis, stocking, ordering, inventory control
- Computer literacy including a working knowledge of store point of sales systems, the Microsoft Office suite, Google Drive and accounting software such as QuickBooks or Simply Accounting
- Some evening or weekend work may be necessary

Assets

- Excellent people, relationship and personnel management skills including active listening and conflict resolution
- Balanced leadership skills, with demonstrated ability to develop a creative, effective team with individual empowerment, but also to make strong decisions when needed
- The ability to motivate and inspire teams of dedicated staff and volunteers
- Committed to the vision of supporting healthy eating and local and sustainable agriculture
- Eager to develop and grow a thriving retail business participating in and contributing to the local economy
- Excited about building community by creating an inviting environment in which to shop, learn and interact
- Respect and support for the process of working with a Board of Directors; prior experience working with a board of directors is a plus
- Excellent written and spoken communication skills

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About our Co-op and Community

We are a growing group from Hamilton, Ontario, who have a passion for food and a strong desire to see essential food needs met in our downtown community. We envision The Mustard Seed becoming a beautiful place to shop, a place that promotes food access, connection between local producers and consumers, and a vibrant sense of community.

After a year of growing excitement, focused conversations began in January 2012. Community engagement has been extensive including online surveys, social media networks, public forums, film screenings, and a presence at numerous festivals. The founders developed a thorough business plan including market research completed by The Mustard Seed. The project gained momentum through demonstration of clear interest in the benefits of a local food cooperative and we currently have over 60 active volunteers on our Action Teams. The Mustard Seed officially incorporated in the autumn of 2012 as a cooperative without share capital and our membership drive was launched November 29, 2012. We are anticipating 800 member-households by the time we open our doors in the spring of 2013 with anticipated first-year sales of \$1.8M in a 4,000sf retail venue.

The Mustard Seed will be located in downtown Hamilton, Ontario, a city of 520,000 gaining a reputation for innovation with a small-town feel, spectacular natural surroundings and lively arts and culture. Hamilton is a growing city optimally located midway between the major economic centre of Toronto and the Niagara region famous for its wine, fruit and picturesque landscape. On the southern shores of Lake Ontario, Hamilton is located in the "Golden Horseshoe" region which contains some of the most fertile farmlands in Canada and is home to many producers that we hope to connect with Hamiltonians through The Mustard Seed.

Status and Terms of Position

- This is a permanent, full-time position, accountable to the Board of Directors
- There is a 6 month probationary period
- Salary based on \$48,000 per year (benefits to be negotiated), with paid vacation time

How to Apply

- Applications will be accepted until the position is filled
- We encourage applicants to explore our website and learn as much as possible about our co-op and community prior to submitting an application: <http://mustardseed.coop/>
- Interested candidates are welcome to request a copy of our business plan
- Applications entailing a cover letter and resume should be submitted via email to hr@mustardseed.coop with "GM Position" as the subject line
- We thank all applicants, but only those candidates selected for an interview will be contacted. Please have the names and contact information of three (3) references available.