



Startup General Manager Job Description

Delridge Grocery Cooperative, opening in late summer 2014, will provide the Delridge community and beyond with a full range of affordable, healthy local and sustainable food.

Delridge Grocery Cooperative is seeking a Startup General Manager to lead our successful launch as the Delridge neighborhood's community owned grocery store in late summer 2014. A resourceful self-starter with plenty of hustle, you thrive in a start-up environment, you love a challenge and can make things happen. You have experience managing in an independent retail environment, ideally a food coop. You are passionate about bringing healthy, affordable, sustainable food access to the last food desert in Seattle. You dream of launching a business, bringing a vision into reality, and managing all aspects of business operations. You are excited to lead and manage, and be the driver of new initiatives. **Does this sound like you? Email your resume and cover letter to jobs@delridgegrocery.coop.**

Delridge Grocery Cooperative has been years in the making, as a committed team of grassroots community board members have worked to make their dream a reality. We are now poised to launch and open the store in late summer 2014 – and are seeking a Start-up General Manager to lead this launch. With hundreds of owners, this is an opportunity to serve the needs of the community and have a unique impact in being a catalyst for change in Delridge. Our future landlord and community partner, DESC, provides housing upstairs for 66 formerly homeless residents in a building on Delridge Avenue, where the store will be located. You will work closely with DESC as the space is built out, and with our Board of Directors and stakeholders in the community, to get the word out, raise additional capital, and simultaneously develop systems, obtain equipment and hire and train staff for opening day. You will build a foundation for a successful launch, and then bring the store into a successful first year of operation, driving sales, managing costs, running a smooth and responsive store and being a catalyst for change for a thriving Delridge community. We are looking for candidates to make at least an 18 month commitment to launching the store, but the position will continue indefinitely for a successful GM interested in continuing on after that.

Job Description: *Activities below are required before store opening; after opening, activities will focus on managing day to day operations and growing sales and membership while controlling costs, managing staff and building sustainability.*

Outreach/Marketing

- Plan and lead membership drives to gain additional members
- Plan and lead activities to promote opening day and celebrate store launch
- Support board in doing community outreach
- Attend local events
- Develop relationships with local businesses
- Seek out opportunities in local media
- Develop promotional plan for newspaper inserts, local radio, relevant websites, etc.
- Arrange for shelf and store graphics and supplies

Operations

- Obtain business insurance
- Select and oversee installation of POS system
- Contract for IT services
- Arrange for well functioning phone and computer systems
- Obtain equipment for store and office
- Arrange for service providers: utilities, garbage, recycling, security, janitorial, credit card processing, inventory, music, etc.
- Work with vendors and purchasing staff to ensure adequate opening inventory
- Plan for landscaping installation and maintenance
- Research and implement or oversee vendor selection
- Develop pricing strategy
- Develop and implement merchandising plan

Financing / Financial Management

- Work with board to prepare proposals for lenders, including budget, cash-flow projections and business plan (materials already exist, but will need to be updated periodically)
- Assist board with member loan program as needed
- Contract with accounting services
- Ensure set up of bookkeeping systems
- Monthly and ad-hoc reporting to board

Human Resources

- Determine staffing structure and job descriptions
- Determine pay scale based on budget and local job market
- Research and establish employee benefits programs
- Develop personnel policy manual to guide future personnel decisions
- Hire management staff and oversee hiring of all other staff
- Develop staff training plan
 - Management training for management team members
 - Orientations for all new staff, including training about natural foods and cooperatives
 - On the job training for all staff

Project Management

- Oversee project management to ensure that projects stays within budget and timeline
- Engage with DESC and architects on floor plan
- Report regularly to Board of directors on progress
- Working with mentors from BGI, Slow Money Northwest, other coops, and national cooperative organizations
- May work in conjunction with a volunteer Project Manager

Desired Qualifications

Start-Up Experiences and Abilities

- Experience with startup business
- Experience operating an independent (not a chain) retail operation
- Experience with a major remodel or expansion project

- Demonstrated creativity and innovation in businesses
- High level of comfort with uncertainty and change

GM Experiences and Abilities

- Experience managing a retail food store
- Operational experience
- Bottom line accountability for a business with annual sales volume of \$1 million or more
- Personal and professional values that align with the cooperative business model
- Proven ability to develop and implement a vision
- Strategic planning experience
- Proven ability to lead and motivate others to gain cooperation
- Understanding of the components of financial statements
- Operating capital and cash budgeting experience
- Ability to manage own and others' time
- Proven ability to develop systems
- Ability to present written information clearly
- Ability to present spoken information clearly
- Demonstrated ability to listen and react proactively
- Demonstrated ability to give and receive feedback

Other Experiences and Abilities

- Experience in retail natural foods management
- Experience with cooperatives
- Proven ability in team building
- Skill in Microsoft Office suite
- Experience selling in highly competitive market
- Understanding of the local food movement
- Demonstrated ability to interpret financial statements to laypeople
- Experience communicating with and reporting to a board of directors
- Experience with policy governance
- Knowledge of the West Seattle and Delridge communities

Competitive compensation package and benefits offered, commensurate with the size and stage of this small start-up organization. Specific salary to be determined based on experience.

For more information, visit www.delridgegrocery.coop.

To apply, email your resume and cover letter to jobs@delridgegrocery.coop.