



MISSION

WACO | WORLD

Job Description

MWMW Position Title (type in CAPS): JUBILEE FOOD MARKET GENERAL MANAGER

Staff Group:

- | | | |
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| <input type="checkbox"/> Executive Staff | <input type="checkbox"/> Program Coordinator | <input type="checkbox"/> Operations/General Staff |
| <input checked="" type="checkbox"/> Program Director | <input type="checkbox"/> Program Staff | <input type="checkbox"/> Administrative Staff |
| <input type="checkbox"/> Retail Manager | <input type="checkbox"/> Retail Staff | <input type="checkbox"/> _____ |

Immediate Supervisor: MWMW Executive Director

Immediate Subordinates: Produce/Meat/Office/Wellness Managers, Central Service Lead, Cashiers, and Volunteers

Status: Exempt Non-exempt

Position Originally Created: 2016

Date Last Revised: January 2022

Hours Per week: 40 (some additional seasonal hours)

General Summary: Manages all aspects of the grocery store including maintaining cleanliness and health code regulations while managing general functions of the entire store. Be a strong, mature, Christian leader who can hold staff accountable while inspiring staff to serve in critical functions.

Critical Functions and Responsibilities

1. Lead all JFM staff with dignity, respect, and accountability. Having the highest good of every staff in person in mind, knowing when to bring high support and calibrated challenge.
2. Ensure compliance with all applicable laws: licenses, permits, health regulations, labor laws, etc.
3. Buy-in to the mission and vision of Mission Waco Mission World and Jubilee Food Market.
4. Work with MWMW Admin department to create annual operating budget for the store.
5. Set objectives for department sales, margins, turns and labor costs.
6. Plan and implement store layout and product locations for shopping and stocking efficiency.
7. Monitor deviations from operation budget, taking corrective action. Review department financial performance reports with managers and plan corrective action as needed; managing food spoilage and reporting.
8. Work with office management staff to keep track of inventory and order necessary product on a weekly basis. Develop and implement a plan for inventory checks throughout the year, ensuring accuracy and reducing unnecessary waste, and meeting fiscal audit requirements for the organization.
9. Assess the skills of direct reports and delegate tasks accordingly to expand capacity.
10. Work closely with the Executive Director (and President Emeritus), in decision-making, strategic planning, and grant implementation.
11. Provide that Assistant Manager is trained, willing, and capable to assume all the duties of the General Manager position.

The functions and responsibilities contained in this Position Description are not all inclusive.

Other duties and requirements may be assigned at any time.

Additional Functions and Responsibilities	
1. Learn store opening and closing protocols and make sure these are being followed by staff.	
2. Managing and addressing all customer complaints/concerns and empowering managers to do so in the GM's absence.	
3. When needed be willing to be sweep, mop, and/or wipe down surfaces across all departments, including bathrooms, and picking up trash in the parking lot.	
4. Being available to assist in helping check-in (CERVIS), organize, instruct, and support volunteers.	
5. Document employee related issues and fill out appropriate incident reports when needed.	
6. Conduct monthly JFM staff meetings and attend monthly Program Directors meetings.	
Requirements/Preferences	
Minimum skills and knowledge required: 1. Basic computer & POS system knowledge 2. Applicable regulations, permits, and health codes	Skills and knowledge preferred: 1. N/A
Minimum previous experience required: 1. 5+ years in the grocery store industry	Previous experience preferred: 1. 10+ years in the grocery store industry
Minimum education required: 1. High school diploma	Education preferred: 1. College degree
Minimum communication skills required: 1. English 2. Must have excellent interpersonal skills — able to communicate appropriately and compassionately under pressure 3. Represents Mission Waco's values with all customers	Communication skills preferred: 1. Bilingual (Spanish)
Special training, certification or licensing required: 1. Willingness to be trained.	
Behavioral, emotional, mental requirements: 1. Must be able to calmly communicate and help trouble shoot with un-satisfied customers 2. Be able to communicate clearly and professionally with colleagues 3. Be able to handle stress and disappointment in a mature way	
Other requirements: 1. Must be able to serve in fast-paced high-pressure environment 2. Must have a vision for big picture of Jubilee Food Market 3. Must have ability to lift heavy objects (50+ lbs)	

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