

## Retail General Manager

### Reports to

Chief Executive Officer (CEO)

### JOB DESCRIPTION

The general manager directs management operations through a team of functional managers and supervisors. The position ensures increasing levels of customer and employee satisfaction while improving the efficiency of store profits, store margins and costs.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Manages policy deployment in the areas of store quality, cost reduction, complete and on-time delivery, safety, customer satisfaction, employee relations, visual controls, and performance measures throughout all the retail locations.
2. Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
3. Provides leadership for employee relations through effective communications, coaching, training and development.
4. Drives the planning and execution of marketing events. Reviews results and business trends to quickly identify and address areas of opportunity.
5. Protects employees and customers by providing a safe and clean store environment.
6. Provides leadership for problem resolution to facilitate faster improvements and improved working relationships.
7. Plays an active role in the training and development of associates; coaches in the moment, addresses performance issues, and partners with the CEO and Deputy CEO on succession planning for the store.
8. Achieves financial objectives by creating an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
9. Manages material requirements to increase inventory turns and reduce levels on hand.
10. Models and holds team accountable for outstanding customer service. Actively listens to customer issues to resolve problems. Ensures the team follows core standards for the sales floor, and checkout to deliver a consistent experience with the customer.
11. Provides leadership through a three- to six-month planning cycle.
12. Consistently meets established performance standards; including but not limited to: product and service sales, customer service, profit, productivity, and attendance.
13. Maintains the stability and reputation of the store by complying with legal requirements.
14. Determines operations head count needs and ensures compliance with company policies.
15. Manages compliance with state and federal regulations.
16. Contributes to team effort by accomplishing related results as needed.
17. Maintains ultimate responsibility for all employees and managers at the retail locations.
18. Other duties as assigned.

## **Competencies**

1. Problem Solving/Analysis.
2. Leadership.
3. Relationship Building.
4. Teamwork Orientation.
5. Communication Proficiency.
6. Performance Management.

## **Supervisory Responsibility**

This position manages all employees of the operations department and is responsible for leadership of the employees within its department. This includes Nisqually Markets operations, Nisqually Markets inventory, and the Nisqually Markets Management team.

## **Position Type/Expected Hours of Work**

Typical work hours are Monday through Friday; Full time status. This position regularly requires long hours and frequent weekend work.

## **Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

## **Required Education and Experience**

1. Bachelor's degree in business (or related field) or 7-10 years of experience in business management and retail development.
2. Must currently be in an active role as a Retail General Manager or have been within the last 2 years.

## **Preferred Education and Experience**

1. Master's Degree in business administration.

## **Salary Range**

This position has a salary range of \$100,000-\$150,000 (DOE).

## **Benefits**

All full-time positions are eligible to receive the following: medical/dental/vision plan with employer contributions, 401k plan with employer match, supplemental life insurance, and tuition reimbursement. For other benefits that may be included with this position, please reach out to the MCEC Human Resources Department.

*MCEC is Native hiring preference for enrolled members of the Nisqually Indian Tribe or other Federally recognized Indian Tribe. Please attach a copy of Tribal ID card with resume.*