



## General Manager Concord Food Co-op

### **The Opportunity**

Since 1982, the Concord Food Co-op has connected our community with local farmers, quality food, and cooperative values. We operate a full-service grocery, bakery, and café in Concord, New Hampshire, as well as a smaller, community-focused location in New London.

Today, the Co-op is at a defining moment.

The organization is not currently operating at a sustainable financial level. Securing its long-term strength will require disciplined financial leadership, operational rigor, and a clear, actionable path forward. At the same time, the Co-op's role in supporting local producers and serving its community remains central to its identity and future.

The next General Manager will play a central role in stabilizing and strengthening the business while shaping a clear and sustainable future for both locations. Success in this role requires a leader who understands that cooperative values and financial responsibility are inseparable foundations of long-term viability.

### Position Overview

The General Manager is responsible for the full operations and financial performance of both store locations and reports directly to the Board of Directors.

This role is accountable for:

- Leading the Co-op to sustainable financial performance
- Building and developing a strong, aligned leadership team
- Establishing operational clarity, discipline, and accountability
- Setting and executing a clear strategic direction
- Serving as a visible and trusted leader in the community

The General Manager is expected to make sound, timely decisions that improve performance while maintaining alignment with the Co-op's mission and values.

## **Key Priorities**

- Assess financial and operational performance to identify key opportunities
- Improve margin, labor planning, inventory management, and cash flow
- Set clear financial targets and hold teams accountable
- Strengthen accountability, alignment, and effectiveness across the leadership team
- Build and communicate a clear, compelling vision for the Co-op's next chapter
- Develop strong relationships with members, local producers, and community partners

## **What We're Looking For**

We are seeking a leader who brings strength in financial performance, team development, operational execution, and community leadership.

### Financial & Operational Leadership

- Proven ownership of P&L in a retail, grocery, or food environment
- Strong financial acumen and ability to make data-informed decisions
- Demonstrated success in improving financial performance, particularly in margin-constrained or complex environments
- Working knowledge of gross margin, labor planning, inventory management, and cash flow
- Ability to translate financial insights into clear operational actions

### Team & Culture Leadership

- Builds trust while setting clear expectations and accountability
- Develops strong managers and aligned, high-performing teams
- Communicates transparently with staff, members, and the Board
- Leads with steadiness, clarity, and resilience during periods of change

### Community & Cooperative Mindset

- Understanding of the cooperative business model and its role in the community

- Knowledge of grocery operations and the natural and organic food industry is preferred
- Commitment to local food systems and sustainable sourcing
- Comfortable serving as a visible and confident ambassador for the Co-op

## Experience

We are seeking candidates with 5-10 years of relevant leadership experience who have meaningfully owned financial and operational outcomes. The scope and impact of that experience matter more than tenure alone.

Specifically, we are looking for:

- Direct responsibility for financial performance and operational outcomes
- Experience managing managers and developing leadership teams
- Demonstrated ability to assess an organization's challenges, establish a clear path forward, and lead teams in executing that plan
- Experience working with or reporting to a Board or ownership group

Experience in cooperative or natural foods environments is strongly preferred but not required for candidates with strong, relevant operating experience.

## **Compensation & Benefits**

Base Salary: \$100,000–\$115,000, commensurate with experience

Performance Bonus:

The General Manager is eligible for an annual performance-based bonus targeted at 15% of base salary, with the opportunity to earn up to 20% based on achievement of defined financial, strategic, community, and leadership objectives.

Performance goals will be established in writing at the beginning of each fiscal year and reviewed regularly with the Board. For mid-year hires, bonus eligibility will be prorated based on start date.

Benefits Include:

- PTO accrued based on years of service
- Paid company holidays
- Health insurance (including dental and vision)

- Retirement account
- Employee discount
- \$2,000 annual professional development allowance
- Relocation assistance available for qualified candidates

## To Apply

Please submit a one-page cover letter addressing your qualifications and leadership philosophy, a current resume, and contact information for professional references.

Submit materials to [ConcordFoodCoopGMSearch@gmail.com](mailto:ConcordFoodCoopGMSearch@gmail.com)

For more information, visit [concordfoodcoop.coop](http://concordfoodcoop.coop)

Applications will be reviewed on a rolling basis beginning April 24<sup>th</sup>.