

Common Market Durham - General Manager Job Description

The Common Market is a spin on the general store of the past - part deli, part provisions and plenty of beer and wine to make everyone happy! Our top priority is customer service. We aim to promote an open community gathering space that uniquely adjusts to the neighborhoods it serves.

The General Manager will spearhead the launch of the Common Market brand into the Durham area. This will include organizing the opening operations of the store and building relationships with vendors. The General Manager will have the unique opportunity to hire and build their entire team.

The General Manager will oversee all staff, budgets and operations of the store. General Manager responsibilities include formulating overall strategy, working alongside the marketing manager and kitchen manager to drive sales, managing people and establishing store policies. To be successful in this role, the General Manager should be a thoughtful leader and a confident decision-maker, helping develop the staff and encouraging them to be productive, while ensuring profits are on the rise. Ultimately, the General Manager will help the Common Market grow and thrive.

While there is a common denominator in terms of the Common Market business model, we expect each location to evolve according to the neighborhood it serves. The General Manager plays an instrumental part in this evolution.

Our ideal General Manager is a self-starter who will “own” their location. This following list is a baseline expectation for the job of General Manager. Our hope is that the General Manager will take an active, measured approach in growing their location. The bonus incentives built into the salary put full earning potential into the General Manager's hands.

The General Manager role is a daytime focused position. Majority of the job duties and responsibilities can be accomplished within a traditional working schedule. This unique role allows our general manager to enjoy a work-life balance unlike many others in the hospitality industry.

Responsibilities

- Oversee day-to-day operations
- Manage scheduling and payroll
- Design operations strategy and set goals for growth
- Maintain budgets to hit predetermined margins
- Create and adjust daily, weekly and monthly store policies to fit your store
- Train employees to work productively and develop professionally
- Oversee recruitment and training of employees
- Evaluate and improve operations and financial performance
- Direct the employee assessment process
- Prepare regular reports for upper management
- Ensure staff follows health and safety regulations; maintaining a sanitation score of 95 or better
- Provide solutions to issues (e.g. profit decline, employee conflicts, competition, new market challenges)

Skills

- Self-motivated
- Exceptional customer service
- Understanding of business processes and functions
- Strong analytical ability
- Excellent communication skills
- Outstanding organizational and leadership skills
- Conflict resolution and problem-solving aptitude
- Attention to detail

Experience and Education

- 2-3 years of proven experience as a General Manager or similar role
- Experience in managing inventory and ordering required
- Experience in planning and budgeting
- Experience with Excel is preferred
- BSc/BA in Business or relevant work experience; MSc/MA is a plus

Physical Requirements

- Must be able to lift and carry a minimum of 30lbs
- Must be able to traverse and access all parts of the store
- Prolonged periods of standing and interacting with customers as well as sitting at a desk and working on a computer
- Must be able to work in a kitchen environment that may involve exposure to extreme heat or cold

Benefits

- Paid Time Off
- Employee Discount
- Paid Training
- Health Insurance
- Daytime Focused Position

Salary

- \$50k + incentivized bonus