

Common Market General Manager

Common Market is the neighborhood's all-day living room. A come-as-you-are space where everyone feels welcome, safe, and respected. We celebrate diversity, foster belonging, and strengthen communities through house-made, local food and drink served with gratitude, humor, and heart. Rooted in hospitality and fueled by organized chaos, we give back to the communities that make us who we are. Part rebel, part neighbor, all home.

The General Manager is the heartbeat of the store; the person who keeps everything and everyone moving in the same direction. You will own the big picture while staying fully present on the floor. You will help to shape culture, drive performance, and build a team that genuinely has each other's backs while delivering the kind of hospitality that makes guests feel like regulars the moment they walk in.

This is a hands-on leadership role for someone who leads by example, thrives in organized chaos, and knows that great operations and great culture are not separate goals; they are the same thing. You will work closely with and oversee the Kitchen Manager, Retail Hustlers, and Sammies slingers to run a store that is as welcoming as it is well run.

This role is primarily daytime-focused (a rarity in hospitality), though as a restaurant leadership role, some evening hours may be needed. With strong shift leads and clear expectations, you'll average around 45 hours a week and be home for dinner most nights. As with most salaried positions, hours ebb and flow with the season: training, peak periods, call-outs, and vacations can push heavier weeks toward 50–55 hours. In those stretches, the General Manager is the stabilizing force, but you won't navigate them alone. You'll have leadership above you and great management beside you. If you move toward a problem rather than away from it, this role will feel like a natural fit.

The Common Market is open 365 days a year, so flexibility matters. General Managers are expected to consistently work weekends and holidays as needed to support the team and our guests.

We're taking our time with this search because we're looking for the right long-term fit. While interviews may begin sooner, we are not planning for this role to start until early to mid-July.

Opening a Store

This position comes with the unique opportunity and challenge of helping open a brand-new Common Market location. Opening a store requires a significant investment of time and energy beyond normal operations. In the months leading up to opening and throughout the initial launch period, expect longer hours (likely averaging 55 to 60 hours a week during the first few months), a faster pace, and a higher level of involvement than in a typical established-store General Manager role.

What You Will Do

- Lead daily store operations and set the tone for hospitality, service, and teamwork
- Assist in recruiting, hiring, and training your team
- Build schedules, develop, and hold everyone (including yourself) accountable to Common Market standards
- Partner with the Kitchen Manager to drive food quality, service standards, and a unified team culture
- Monitor budget, payroll, and financial performance to keep the store profitable and healthy
- Oversee inventory, vendor relationships, and purchasing to keep shelves stocked and the product mix hyper-local
- Investigate and resolve guest concerns with care and urgency
- Oversee store events and collaborate with marketing and social media to grow sales
- Ensure compliance with health, safety, and regulatory standards (Health Department score of 95 or higher)
- Maintain accurate records, manage administrative tasks, and keep daily operations running smoothly
- Conduct quarterly employee assessments and foster ongoing team development

Opening Store Responsibilities

- Assist with the recruitment and hiring of the opening staff
- Write and implement Standard Operating Procedures for daily business (cleaning, side work, opening, and closing tasks)
- Help create opening orders to fill shelves and develop vendor relationships with Common Market wholesale partners
- Oversee merchandising and organization of the store to ensure a great opening
- Review current standards for operational systems set in place by CM and customize to the new space to ensure retail and deli are on the same page
- Using current CM protocols, establish operational systems (POS, inventory, scheduling software) and cash handling and accounting procedures
- Work with leadership to establish food and labor cost targets
- Establish the culture and work environment from day one, using the Common Market mission statement as a guide
- Work with HR to establish payroll, policies, and employee documentation practices to ensure ADA compliance and workplace safety standards

What We Are Looking For

- A hands-on people-first leader who leads from the floor, not from behind a desk
- Someone who builds genuine trust with teammates and guests
- Strong operational instincts: you can manage a budget, read a room, and fix a problem before it becomes one
- Ease and comfort in managing a team in a fast-paced food service and hospitality environment
- Clear and direct communication
- Calm and collected under pressure, consistent, and always willing to pitch in
- Competency in basic computer tools (email, Excel, Google Docs, POS systems)
- ServSafe or equivalent manager-level food safety certification (or willingness to obtain)

Team and Culture Expectations

- Lead by example and collaborate with teammates at all levels
- Coach, encourage, recognize, and celebrate great work
- Take shared accountability for guest experience, team performance, and daily operations
- Foster a positive, inclusive, and respectful work environment by showing up with authenticity, humility, and respect in all interactions
- Help create consistency and stability for the kitchen team, especially during busy or challenging periods

Work Ethic and Mindset

- Maintain high standards for quality, cleanliness, and professionalism
- Approach all tasks with care, pride, and attention to detail
- Embrace hard work while helping keep the space grounded and welcoming
- Stay open to learning, feedback, and growth opportunities
- Understand that leadership in hospitality sometimes requires flexibility, urgency, and sacrifice
- Balance hard work with sustainability, for yourself and your team

Competencies

- Lead by example and motivate the team to work to their full potential
- Shift smoothly between multiple priorities while maintaining focus and quality
- Stay calm, focused, and professional under pressure
- Build strong relationships and work well with teammates and guests
- Be reliable, accountable, and willing to jump in wherever needed
- Communicate clearly and keep teammates aligned on goals
- Handle operational problems proactively instead of waiting for direction

Why You Will Love It Here

- Daytime-focused schedule with better work-life balance than most hospitality leadership roles
- A team that truly has each other's backs
- Fast-paced, supportive, people-first culture
- The chance to make a real impact on guests and teammates
- A community-driven workplace that values good food and good people
- Thoughtful benefits like paid time off for everyone, health insurance for full-time folks, shift meals, an employee discount, and bonus opportunities