



POSITION DESCRIPTION

Title: General Manager
Status: Exempt
Revised: May 2016

SUMMARY:

The General Manager is hired by and reports directly to the Board of Directors. Specifically, this position is responsible for multiple facets of operations on behalf of the Cooperative. This role not only devises policies and procedures for the organization but also must implement them and ensure that the policies and procedures evolve with the organization. Demonstrating effective leadership and communication skills, the General Manager oversees several business units and their respective staff. Additionally, this position is charged with effective financial management of all resources.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Primary responsibilities include the management of various functions within the organization, including the delegation to and supervision of personnel, with sound management practices, throughout the organization who are assigned to carry out the mission of the organization. Ensures that operations run smoothly, efficiently and according to company policy. The General Manager will ensure that vendors and suppliers continue to meet the needs of the organization.
- Must have a thorough knowledge of the organization, its culture and its products and services. Must also be able to work with all levels of management and have excellent leadership skills.
- Charged with maintaining a sound fiscal position on behalf of the organization. Reports regularly to the Board of Directors on the status of the organization, including the financial health of the organization.
- Develops strategic plan by studying industry and financial opportunities; presenting assumptions; and recommending objectives.
- Achieves the objectives of the organization by establishing plans, budgets, and results measurements; allocating resources; reviewing progress; making mid-course corrections.
- Works with Federated Cooperative and its members to ensure the operation follows true cooperative principles.

- This role will be challenged with increasing management's effectiveness by recruiting, selecting, orienting, training, coaching, counseling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results; developing incentives; developing a climate for offering information and opinions; providing educational opportunities.
- Builds organizational reputation by collaborating with customers, government, community organizations, and employees; enforcing ethical business practices.
- Maintains quality product and service offering by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- This position will screen, interview, hire and train managers and supervisors that are assigned as direct reports. Will provide the required discipline, evaluations and feedback required for subordinate staff to be successful.

QUALIFICATIONS:

- Bachelor's degree in Business Administration, Animal Science, or related field is desirable. Past proven experience in the area of operations is also a preferred competency.
- The ideal candidate has experience in the dairy industry and/or a farmer-owned cooperative.
- Previous management and leadership experience is critical to assuming this role. Must have superior decision-making skills, problem-solving skills and conflict-management abilities. A successful track record in setting priorities; keen analytic, organization and problem solving skills, which support and enable sound decision-making.
- Proficiency with various business software applications (email, MS Office products, CRM systems) is critical.
- Demonstrated ability to communicate, both verbally and in writing, with fellow employees, clients/customers, and external vendors in a professional, articulate, and respectful manner. Possess excellent relationship building skills with an ability to prioritize, negotiate, and work with a variety of internal and external stakeholders.
- The position requires a highly motivated and organized individual that is willing to diversify and multi-task. Detail oriented and organized with the ability to work with multiple entities independently and within a team structure. Follow through and responsiveness is also critically important.

- Able to prioritize and regularly re-prioritize department and individual work based upon business demands. Possess a strong commitment to company procedures/protocols and the adherence to deadlines.
- Essential to possess a passion and desire to continuously improve their skills and work productivity.
- Comfort in working in a small company atmosphere at a fast pace. Additionally, this position requires self-initiative and receives little direct supervision.

This position description is intended to be dynamic and subject to change. Position requirements and essential functions may be altered from time to time based upon the needs of the organization and department. This position may be required to execute special projects or other related duties on occasion.