



# Operations Manager

DEPARTMENT	REPORTS TO	PAY CLASSIFICATION	LAST UPDATED
100 Administration	General Manager	Salary - Exempt	March 13, 2026

## Job Summary

**Ensure safe, secure, and financially sustainable day-to-day operations of the store in compliance with established practices, policies, and budget constraints. Support the achievement of the Co-op's "ends" policy.**

## About Caledonia Food Co-op

Caledonia Food Co-op is a member-owned grocery store that draws together the diverse communities of Caledonia County and surrounding areas in an inclusive space supporting food justice, local resilience, environmental stewardship, area food producers and a vibrant downtown St. Johnsbury.

## Essential Job Duties

- ✓ Supervise all retail departments including Checkout setting performance expectations and counseling management/staff as appropriate
- ✓ Monitor and ensure direct and indirect expenses, including labor within budget constraints
- ✓ Comply with all applicable regulations related to business licenses, health regulations, security, OSHA, food safety, and sanitation
- ✓ "Lead by example" following Co-op policies and procedures. Be an example to all store personnel by being well versed in store policies and procedures.
- ✓ Work with General Manager and other management staff to ensure smooth day-to-day store operations
- ✓ Ensure a strong management presence is always in the store, including coverage for other managers as needed
- ✓ Resolve customer concerns and complaints
- ✓ Facilitate company growth through improved customer service and engagement.
- ✓ Communication with staff members should be clear, direct, and respectful in a style appropriate to a "cooperative" work environment.
- ✓ Recruit, mentor and develop department managers and nurture an environment where they can excel through encouragement and empowerment.
- ✓ Promote team building and motivate staff to accomplish assigned goals.
- ✓ Ensure employee evaluations are thorough and completed on time
- ✓ Review and approve weekly departmental schedules
- ✓ Ensure all departmental displays are current and properly signed, and priced
- ✓ Facilitate monthly merchandise/sales meetings with department managers
- ✓ Ensure that the store and exterior are in clean and orderly condition and meet Health Department standards
- ✓ Ensure employee performance evaluations are thorough and completed on time



### Additional Duties

- ✓ Attend management meetings and Board of Director meetings as required
- ✓ Assist in special projects/duties as assigned by General Manager

### Essential Skills

- ✓ Experience in retail food store environment (preferable in natural foods industry)
- ✓ General understanding of all department operations
- ✓ Operations and management experience: hiring, training, terminating, and evaluating personnel
- ✓ Good customer service skills for internal and external customers
- ✓ Strong attention to detail, organization, and time management
- ✓ Ability to handle multiple demands, work under time pressure, and meet deadlines
- ✓ Willingness to be open, to learn, and to take on new responsibilities/challenges
- ✓ Demonstrate objectivity, neutrality, and calmness under pressure
- ✓ Ability to take direction and work independently
- ✓ Good computer skills and familiarity with Microsoft applications, email, etc.
- ✓ Must have good analytical ability and be proficient in math
- ✓ Food safety certified

### Essential & Mental Physical Requirements

- ✓ Works independently with limited guidance
- ✓ Performs a variety of tasks independently as dictated by organizational demands
- ✓ Relates information to diverse individuals both orally and in writing
- ✓ Standing for long periods, bending, walking, reaching, and sitting
- ✓ Ability to climb up and down stepladders and stairs daily
- ✓ Able to lift and carry up 50 lbs. as needed

### Experience and Educational Requirements

- ✓ A minimum of four years' experience in a management role.

### Other Qualifications

- ✓ Ability to safely and successfully perform essential job functions consistent with the ADA, FMLA & other federal, state & local standards - including meeting qualitative and/or quantitative productivity standards
- ✓ Ability to maintain reasonably regular, punctual attendance consistent with the ADA, FMLA & other federal, state and local standards
- ✓ Compliance with all personnel policies

#### Important Disclaimer Notice

*The job duties, elements and responsibilities, skills, functions, experience, educational factors, requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that the employee may be required to perform. The Co-op does reserve the right to revise this job description at any time and require employees to perform other job duties as assigned.*