



Job Posting

Operations Manager for Cooperatively Owned Grocery Store

Job Title: Operations Manager

Status: Full-time, On Site

Company: Bethlehem Food Co-Op

Location: Bethlehem, PA

Compensation: \$55,000 to \$60,000 per year

Reports To: General Manager

Who We Are

We will be the first and only community-owned, full-service grocery cooperative in the Lehigh Valley! The store will be open to all shoppers year-round. We are currently building our grocery store at 250 East Broad Street, Bethlehem, Pennsylvania with a late summer 2024 projected opening. We represent over 1500 member-owners to encourage physical, social, and economic health by providing healthful, affordable food; emphasizing local, sustainable, humane, and natural food systems; and offering unique educational opportunities to the entire community. We are a diverse community that promotes diversity, equity, and inclusion in everything we do!

Why work with us?

You will be a part of the historic operating team that opens the Bethlehem Food Co-Op grocery store! You will have a significant impact on our organization and community. As the Operations Manager, you will shape our operations team and work culture! You'll collaborate with the HR Specialist and GM to hire your team and manage day-to-day operations. Go with us and grow with us!

Our leadership team is developing a comprehensive benefits package that includes PTO, staff discounts, health benefits, and more!

Job Summary:

We are looking for a motivated and collaborative Operations Manager to join our team at a fast-paced startup cooperative grocery store. As the Operations Manager, you will be responsible for overseeing the day-to-day operations of the store, including inventory management, team leadership, customer service, financial management, merchandising, regulatory compliance, member engagement, store maintenance, and emergency preparedness. You will also be the backup for the General Manager and will assume leadership and decision-making authority in their absence.

Essential Duties and Responsibilities:

- Partner with GM to develop and implement ops strategies aligned with coop's mission/goals.
- Uphold high standards of sales, sanitation, workplace safety, and environmental sustainability.
- Collaborate with GM and or HR to hire direct reports.
- Oversee the training and performance of the entire operations teams.
- Assist management with staff scheduling, training, and performance evaluations.
- Promote exceptional customer service and member engagement through high service standards.
- Collaborate with Accounting Manager on budget management and expense control.

- Assist management in monitoring and reacting to sales performance, cost control, and financial targets.
- Oversee inventory management, product replenishment, and merchandising standards.
- Collaborate with department managers to optimize product assortment and displays.
- Ensure compliance with health, safety, sanitation, and labor regulations.
- Contribute to member engagement events, workshops, and initiatives.
- Direct maintenance and repairs to keep the store's physical facilities clean and well-functioning.
- Execute emergency response efforts to keep employees and customers safe.
- Assume leadership and decision-making authority in the absence of the GM.

Qualifications:

- 5+ years of progressive experience in retail or operations management.
- Strong leadership and team management skills.
- Excellent communication, problem-solving, and decision-making abilities.
- Proficiency in financial analysis and budget management.
- Familiarity with cooperative principles and values is advantageous.
- Desire to provide excellent customer service.
- Ability to work in a fast-paced and dynamic environment.
- Detail-oriented with strong organizational skills.
- Operational department experience preferred.
- Bachelor's degree in business administration, retail management, or related field a plus.

Physical Requirements:

- Standing for up to 8 hours.
- Sitting for up to 8 hours.
- Lifting and carrying heavy objects up to 50 pounds.
- Bending repetitively.

Working Conditions:

The operations manager is actively engaging with the general manager, the operations team, customers, vendors, community partners, primarily inside the store. You will have shared administrative office space. However, the bulk of your time will be spent on the sales floor and in the departments. You will work weekends and some evenings to support the operation. You may be asked to attend and participate in some events inside and outside of the store. Occasional travel may be requested to attend conferences or events.

Note: This job posting outlines the general scope of responsibilities for the Operations Manager (Assistant to the General Manager) in a cooperatively owned grocery store. To view additional details, please refer to Bethlehem Food Co-Op's Operations Manager Job Description. Specific responsibilities and requirements **will** vary based on the store's needs.

To Apply:

Please submit your resume and cover letter to [hiring@bethlehemfood.coop](mailto: hiring@bethlehemfood.coop)

Bethlehem Food Co-Op is an Equal Opportunity employer. We provide equal employment opportunities to all qualified employees and applicants for employment without regard to race, religion, sex, age, marital status, national origin, sexual orientation, citizenship status, veteran status, gender identity or expression, disability, or any other legally protected status. We prohibit discrimination in decisions concerning recruitment, hiring,

compensation, benefits, training, termination, promotions, or any other condition of employment or career development.