



## **Wolfeboro Food Co-op**

General Manager  
Wolfeboro, New Hampshire

### **Who Are We?**

The Wolfeboro Community Food Co-op, located in Wolfeboro, New Hampshire, has served the community since 2017 and is a member of National Cooperative Grocers (NCG).

Known as the “Oldest Summer Resort in America,” Wolfeboro is in New Hampshire’s lake region. The town has a year-round population of 6,400, which swells to over 30,000 in the summer months. Wolfeboro is home to Brewster Academy, Kingswood Regional High School, local middle and elementary schools, two golf courses, a local hospital, a recently renovated library, vibrant arts, dining, and recreational activities, and year-round options like hiking, boating, fishing, and winter sports.

The Co-op is the only store in Wolfeboro dedicated to locally sourced, natural, and organic products. We are committed to promoting healthy lifestyles by providing high-quality food and supporting sustainable, organic, and humane farming practices. We partner with socially responsible businesses, local producers, and member-owners to strengthen our community.

As a member-owned cooperative, the Co-op is governed by a member-elected Board of Directors and fosters democratic, sustainable values. With over 450 member-owners, we strive to be a community hub for healthy living through education, events, and the products we offer.

### **The Position**

As the General Manager of Wolfeboro’s only cooperatively owned grocery store, you’ll play a key role in driving economic growth, supporting local farmers and food producers, and fostering a community focused on sustainability and natural products. The ideal candidate will be passionate about our mission and innovative in managing the Co-op. You’ll help refine the brand, expand market share, and develop marketing and merchandising strategies to grow the business.

## **Qualifications**

The right candidate will possess all or most of the following:

- At least two years of experience in grocery or food cooperative management, or a similar leadership role in other related industry
- Proven ability to transform vision and strategies into actionable operational plans, including budget management, growth, expense control, inventory management, and achieving profit margins.
- Experience in developing annual operating budgets and financial planning tools
- Strong leadership skills with the ability to build, manage, and inspire a cohesive team of employees and volunteers.
- Ability to communicate effectively with the Board of Directors
- Excellent communication and collaboration skills for working with staff, volunteers, customers, vendors, and the Board.
- Experience in marketing and merchandising in competitive markets, utilizing in-store, online, social media, and traditional advertising methods.
- High School Diploma required, bachelor's degree or other advanced studies preferred.

## **Areas of Responsibility**

### **Financial and Planning**

- Develop and recommend long- and short-term plans to achieve Co-op goals.
- Prepare operating and capital budgets for Board approval and manage resource control.
- Oversee and be accountable for all financial operations of the Co-op.
- Represent the Co-op at regional and national co-op events.
- Proficient with Microsoft 365 suite: Word, Excel, PowerPoint, Quickbooks.

### **Board Relations**

- Provide timely financial and operational reports to the Board as required.
- Advise the Board on current operations, including threats and opportunities.
- Work cooperatively with the board to develop and implement new policies and procedures as required.

### **Operations**

- Ensure a profitable, growing business.
- Stay informed on natural foods retailing and industry trends.
- Maintain relationships with distributors, prioritizing local and organic products.
- Develop and maintain a product mix that meets customer needs.
- Maintain a competitive pricing strategy while ensuring adequate profit margins.
- Ensure compliance with applicable laws and regulations.

## Personnel

- Hire, supervise, and evaluate Co-op staff, including addressing disciplinary actions as necessary.
- Develop a staff structure that ensures fair work distribution and excellent customer service.
- Prepare a payroll budget within operating budget constraints.
- Maintain a safe and healthy workplace for employees.
- Ensure compliance with personnel policies and update as needed.

## Member and Community Relations

- Maintain Membership and Volunteer Programs that:
  - Actively recruits new member owners and volunteers, including a diverse representation of the community.
  - Engages members through education, outreach, and feedback on benefits.
  - Provides members with prompt access to Co-op information, including benefits.
  - Fosters a strong sense of community among members.
- Build and maintain positive relationships with local food organizations, farms, and community-based partners.
- Establish a strong cooperative presence in both the local and broader cooperative communities.

## Marketing

- Collaborate with the Board to develop and maintain a marketing strategy that increases awareness of the Co-op and its offerings.
- Execute the marketing plan within budget constraints.
- Communicate regularly with members and customers via newsletters, social media, and annual reports.

Interested candidates are invited to submit a cover letter and a current resume to Corinne Ferguson, Board President at [corinne@wolfeborocoop.org](mailto:corinne@wolfeborocoop.org). This position will be open until filled with a desired start date of March 2025. For more information about Wolfeboro Community Food Co-op position, please visit our website [wolfeborocoop.org](http://wolfeborocoop.org).