



Operations Manager

Providence, RI

Full-time · Hourly

The Mission

We're looking for an Operations Manager that will be instrumental in coordinating and managing Urban Greens Co-op Market's community operations -- both within and outside of the store -- in order to foster a positive environment that truly acts to the mutual benefit of our member-owners and our customers.

You will be growing our presence in the community through our outreach, marketing, owner services, and education programs. Inside the store, you will be supporting general administrative and management responsibilities that empower team members to provide a great store experience with each other as well as our customers.

Excited to build a store environment from the ground up? As a member of the store management team, you must be comfortable with ambiguity, able to work autonomously, and energized by growing a team that's looking to create a unique way for communities to participate in the way they eat and shop every day.

What You'll Do

- Develop and implement marketing plan with the General Manager's approval.
- Monitor and report to General Manager periodically, and Board of Directors (BOD) as directed on the effectiveness of marketing programs.
- Develop and maintain media relations, and obtain media coverage for Urban Greens Co-op Market (UGCM), its purpose, and goals. Produce press releases on classes, events, etc.
- Make presentations to community organizations to promote the goals and purpose of UGCM
- Oversee UGCM participation in community events; act as liaison with community organizations, as directed by General Manager

- Coordinate maintenance and updates of the store website and social media accounts
- Conduct owner and shopper surveys as requested by the General Manager.
- Coordinate donations gifted by UGCM
- Coordinate engaging events and programming held at UGCM, including store tours, classes, workshops
- Oversee customer comments submitted to UGCM via comment box or Internet, and ensure timely response to all comments
- Manages and oversees co-op owner services
- Become familiar with the products carried at UGCM and where they are located throughout the store. Gather product information from training, vendors, and experienced staff
- Support front end customer service
- Provide leadership support in different departments as needed
- Any other duties as assigned by the General Manager

Qualifications

- Work experience in grocery and/or retail
- Supervisory experience
- Proficiency in Microsoft Office and Google Docs
- You'll need to be flexible with your schedule. Your work hours will be based on business needs; able to work nights and weekends
- Public speaking experience and approachable personality
- Strong written, verbal and graphic communication skills
- Ability to network, connect with local community
- Self-directed, demonstrates initiative and independent, creative thinking
- Demonstrates capacity for teamwork
- Ability to handle and prioritize multiple demands
- Excellent organizational skills and follow through on commitments
- Ability to handle stressful situations in a calm, effective manner
- Ability to lift and carry 50 pounds

Nice to haves

- Experience with graphic design applications (e.g. Adobe InDesign, Photoshop, etc.)

- Experience with cooperative organizations, member organizations, or non-profits with owner services programs
- Familiarity with and commitment to cooperative principles and natural foods

At Urban Greens, we're a food co-op that's owned by members of the community and we're always seeking to create an environment that welcomes and represents every individual. That's why we're proud to be an equal opportunity workplace and an affirmative action employer.

Ready to apply?

Submit a completed application today at <http://www.urbangreens.com/jobs>.