



NOW HIRING

Job Title: General Manager

Reports To: President, Board of Directors

Location: Hardwick, Massachusetts

FLSA Status: Exempt

Employment Type: Full-Time

MISSION

To provide our member-owners knowledge, buying power, and sustainability.

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VISION

To cultivate a resilient and sustainable farming community through responsible stewardship, shared knowledge, and empowered members—ensuring the long-term vitality of our land, livelihoods, and local economy.

Position Summary

The General Manager (GM) serves as the operational and strategic leader of the Farmers Cooperative. Reporting to the President of the Board of Directors, the GM is responsible for overseeing all day-to-day functions of the cooperative, including retail operations, vendor relations, customer service, regulatory compliance, and especially financial performance. This role requires a hands-on leader who embodies the cooperative's mission and vision, with a strong background in retail, agriculture, and financial management.

The GM will champion a culture of fiscal discipline, retail excellence, and community support, while ensuring the long-term financial sustainability of the cooperative.

Key Responsibilities

Operational Leadership

- Address day-to-day business needs and operational issues in a timely and effective manner.
- Partner with the Assistant Manager and staff to ensure the store remains fully stocked, organized, and customer-focused.
- Lead technical sales in core agricultural products including fencing, fertilizers, forage seed, and metal roofing.

Retail & Vendor Management

- Source and procure specialty products from diverse suppliers to meet the evolving needs of member-owners.
- Maintain retail excellence through merchandising, cleanliness, inventory accuracy, and customer engagement.

Financial Management & Budgeting

- Develop, implement, and manage annual budgets in coordination with the Board of Directors.
- Establish and monitor key financial controls to ensure fiscal responsibility, accuracy, and transparency.
- Regularly review and analyze sales performance, margins, cash flow, inventory turnover, and profitability.
- Provide monthly financial reporting, forecasts, and actionable insights to the Board.
- Ensure compliance with all financial obligations, including taxes, loan payments, and regulatory filings.

Administrative & Regulatory Compliance

- Monitor and respond to multiple email accounts; manage communications with vendors, regulators, and partners.
- File all state and federal reports, licenses, and certifications on time and in compliance with applicable laws.

Governance & Board Relations

- Attend Board meetings and present clear updates on financial performance, operations, and strategic progress.
- Work closely with the Board to align operational plans with long-term goals and member-owner priorities.

Community & Member Engagement

- Represent the cooperative at public events, trade shows, and industry meetings.
- Foster strong relationships with member-owners and advocate for their needs and interests.

Qualifications

- Bachelor's degree in Business Administration, Finance, Agriculture, or a related field (preferred).
- Minimum 5 years of experience in a leadership role with a proven track record in financial and operational management.
- Strong budgeting, forecasting, and financial reporting skills.
- Retail and/or agricultural industry experience preferred.
- Excellent leadership, communication, and problem-solving abilities.
- Proficiency with accounting software, POS systems, and Microsoft Office Suite.
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Work Environment

This is an on-site, active role that requires regular interaction with staff, customers, vendors, and the Board. Occasional travel may be required.