

Position Objective and Responsibilities

Job Title: Assistant General Manager

Reports To: _____ in the
_____ department.

Position Objective

To provide assistance to management in a manner that will optimize the cooperative's market share and savings, improve the cooperative's efficiency, help achieve the cooperative's mission and goals, and result in outstanding customer service.

Position Responsibilities

The assistant general manager's responsibilities include administration, recordkeeping, human resources, maintenance, and other duties as requested by management.

The assistant general manager will maintain a positive attitude that promotes team work within the cooperative and a favorable image of the cooperative.

Administration

Administrative involves establishing administrative procedures, coordinating employee training, and establishing and maintaining communication.

Establish administrative procedures

1. Establish administrative procedures at branch locations and assist in their implementation and supervision
2. Visit each branch location regularly to monitor and improve administrative performance

Coordinate employee training

1. Coordinate all employee training programs in cooperation with department heads to ensure employee growth and development
2. Assist in delivering training programs
3. Prepare an employee development plan for each employee annually
4. Make arrangements for and assist in planning meetings for the cooperative

Establish and maintain communication

1. Prepare and distribute cooperative communications

Recordkeeping

Recordkeeping involves maintaining accurate records.

1. Supervise the accurate completion of daily sales reports and all necessary administrative reports
2. Supervise the accounting for cash daily
3. Monitor the timely processing of all month-end reports
4. Ensure that all customer statements are processed

Human Resources

“Human Resources” involves developing and administering all human resources programs.

1. Maintain individual employee records for vacation, sick-leave, and personal days; and insurance and retirement programs
2. Maintain individual personnel files to include job descriptions, performance and salary reviews, disciplinary notices, and other pertinent information
3. Assure that all programs are in compliance with government regulations
4. Coordinate all vacations schedules
5. Handle all employee inquiries and, when necessary, communicate with benefits vendors

Maintenance

Maintenance involves maintaining facilities and equipment.

1. Maintain a clean and attractive office
2. Maintain equipment and recommend replacement when necessary

Other Duties

The assistant general manager will perform other duties as assigned by the general manager and will enforce and uphold the cooperative's credit policy.

Perform other duties as assigned by the general manager

1. Perform duties as requested by the general manager

Enforce and uphold the cooperative's credit policy

1. Make credit terms known to all employees and customers
2. Do not charge to customers on COD
3. Do not extend credit to customers who have not been approved by the credit manager
4. Do not authorize customer charges that exceed set credit limits
5. Keep all personal accounts current