

Three Rivers General Manager

Job Purpose or Objective(s):

Provide full operational and financial leadership for Three Rivers Market & Café, ensuring near-term stabilization and long-term sustainable growth.

Plan, develop, and implement financial, merchandising, and operational strategies that improve cash flow, protect margin integrity, strengthen inventory discipline, and elevate the customer experience. Lead with the ability to shift between hands-on operational execution when necessary and strategic leadership as systems mature.

Build a culture of accountability, collaboration, and operational excellence while positioning the business for scalable, profitable growth.

Primary Tasks:

1. Prepare and execute annual operating, cash flow, and capital budgets to achieve bottom-line profitability and margin targets.
2. Own full P&L accountability, including labor management, inventory performance, pricing integrity, shrink control, and expense oversight.
3. Assess operational gaps and implement immediate corrective actions to stabilize performance, while building systems that prevent recurring breakdowns.
4. Oversee grocery, café, and branded product operations, ensuring alignment between merchandising, recipe costing, pricing models, and margin goals.
5. Monitor daily and weekly sales trends, category performance, and contribution margins; develop and execute data-driven action plans.
6. Maintain accurate inventory systems and drive healthy inventory turns through disciplined purchasing, product mix management, and elimination of non-performing items.
7. Hire, train, coach, and evaluate department leads and staff; establish clear expectations, accountability structures, and leadership development pathways.
8. Serve as a collaborative partner to ownership, providing operational insight, constructive challenge, and strategic input to support informed decision-making.

9. Build and maintain vendor and community relationships that support profitability, product differentiation, and brand positioning.
10. Step into hands-on operational roles when necessary, while intentionally building systems and leaders that reduce long-term dependency on direct GM intervention.

Required Education, Skills and Experience:

MINIMUM

- Five (5) or more years of progressive leadership experience in retail grocery, food service, or a comparable operational environment.
- At least three (3) years with responsibility for managing labor, inventory, and departmental financial performance.
- Demonstrated experience improving operational discipline, controlling shrink, and strengthening margin performance.
- Hands-on experience in meat cutting and meat department operations sufficient to understand production workflow, food safety standards, product yields, and margin implications.
- Ability and willingness to step into production support roles during peak demand or staffing constraints while maintaining overall operational oversight.
- Proven ability to lead and develop supervisors or department leads.
- Working knowledge of budgeting, P&L interpretation, pricing, and cost control principles.
- Demonstrated ability to identify operational breakdowns and implement corrective action.
- Collaborative leadership style with accountability for results.
- High level of personal integrity and professional maturity.
- Ability to obtain and maintain **required food safety and operational certifications.**

TARGET

- MINIMUM

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