



JOB DESCRIPTION

JOB TITLE: OPERATIONS MANAGER

REPORTS TO: GENERAL MANAGER

CLASSIFICATION: EXEMPT

PAY RANGE: STARTING WAGE: \$48,416 (GRADE 10)

POST DATE:

CLOSING DATE: OPEN UNTIL FILLED

SUMMARY/OBJECTIVE: The Operations Manager will plan and oversee the daily operations of the LDF Country Market to ensure goals and objectives are achieved. This role is responsible for improving performance, productivity, efficiency, and profitability through the implementation of effective methods and strategies. An ideal candidate will have a sharp business mind and proven success managing multiple departments toward maximum productivity.

ESSENTIAL FUNCTIONS: Specific duties include, but are not limited, to the following:

- Lead and inspire a customer centric culture by determining customer needs and delivering solutions
 - Takes appropriate response to public customer complaints and/or requests for service
- Provide effective leadership, all employee managerial oversight, and direct supervision of LDF Country Market supervisors and department leads
 - Demonstrates a clear ability to prioritize the company's deliveries to best fit the companies mission, vision, and objectives
 - Must have proven success in the ability to manage, coach/counsel, motivate, delegate, follow up, and evaluate team member performance
- Assist General Manager in strategic initiatives that help boost short-term and long-term operational excellence; ensures operational activities remain on time and within a defined budget
- Partner with General Manager to establish and implement departmental and organizational policies and procedures to maximize output
 - Ensures operational policies and practices are well defined, documented, and consistently applied
- Assist General Manager in maintaining accurate and appropriate inventory levels
 - Develops action plan to showcase/display new products, maintain rotation of products, and reduce inventory shrinkage
- Review and interpret financial statements, sales or activity reports, or other performance data to measure productivity to meet financial goals (sales, margins, expenses, payroll etc.) and identify areas needing cost reduction or program improvement
- Assist human resources in recruitment and placement of required staff; interview, hire, oversee new hire assignments, training processes, evaluation process, and staff development
- Assist in marketing initiatives and store wide events including; weekly sales flyers, merchandizing plans, and all sales/marketing promotions
- Responsible for the development and implementation of employee training programs to foster employee learning, growth, and a positive contribution to the organization
- Ensure effective, timely, and accurate communications flow to subordinates
 - Conduct and lead regular inter-department meetings to discuss issues, concerns, updates, performance expectations, incentive programs, company-wide events and employee morale events, etc.
- Accountable in maintaining a clean, safe, and healthy work environment by establishing and enforcing standards and procedures that comply with legal regulations

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- Ensures property, grounds, equipment, and work areas are maintained to standard
- Create bi-weekly staff work schedules according to labor costs and budget
- Responsible for operational administrative duties; ensures all documentation on all levels is processed within a timely manner according to company guidelines
- Perform other store duties as needed to ensure smooth operations to meet organizational standards and customer needs

EXPECTATIONS/ABILITIES:

- Extensive knowledge of operations and production management
- Excellent managerial and supervisory skills
- Ability to interpret financial data as needed to set production goals
- Excellent time management, organizational skills, problem solving skills, and attention to detail
- Self-motivated with critical attention to reporting deadlines and managing constant moving targets
- Must be able to operate calmly while in a fast-paced environment and react quickly to meet challenges
- Excellent written and oral communication skills
- Ability to solve problems with minimal supervision and understanding of being empowered and accountable
- Possess strong computer skills with proficiency in all Microsoft Office programs
- Ability to operate basic office equipment such as copier, fax, laminator, scanner and telephone
- Basic Math skills; add, subtract, multiple, divide, calculate figures, and amounts such as discounts and percentages
- Comply with and consistently execute the specific 'Fundamentals of Customer Service' when engaging with customers
- Maintain a positive, growth mindset with a strong drive to continuously enhance and improve our team-based environment

SUPERVISORY RESPONSIBILITY: The direct reports in this position will be the Supervisor and Department Leads

WORK ENVIRONMENT: This job operates in a full service grocery and convenience store format. Changing temperature environments, manual labor in floor stocking or exterior maintenance that could consist of lawn or snow equipment, range of chemicals for sanitation or cleaning. May utilize sharp tools such as knives or other utensils to prepare merchandising. Must understand work stations could range from on sales floor stocking, performing janitorial, conducting meetings and in conference with business or Tribal centers of influence, in same day.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the associate is regularly required to talk and hear. This is a role that could be performed, on given days, while standing, bending, traversing distances or sedentary. Demands can change daily. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.

POSITION TYPE/EXPECTED HOURS OF WORK: This is a full-time position. Days and hours of work are scheduled bi-weekly and may remain stable for a period, however weekends, nights and holidays are required. Shifting start and end times can vary to align with the business needs in this department.

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TRAVEL: Little to no travel is expected for this position.

REQUIRED EDUCATION AND EXPERIENCE: Associates degree in Business or Retail Management, Business Administration or related field required. Five years of retail management level experience required.

PREFERRED EDUCATION: Bachelor's degree in Business, Retail Management or related field. Three years of retail management level experience.

OTHER DUTIES: Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

CORPORATION STANDARDS: The foundation of success is found in meeting the following LDF Business Development Corporation expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours in order to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and takes into account long-term implications of ones' actions
- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

The LDF Business Development Corporation is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

EEO STATEMENT: LDF BDC provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

HOW TO APPLY: To apply for this position please submit a resume, cover letter, and online application at www.ldfbdc.com. Applications are also available at the LDF Country Market, LDF Smoke Shop, or the LDF Business Development Corporate office.

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