

General Manager (Full-Time, Onsite, In-person)

Job Overview: The General Manager is responsible for the overall leadership and performance of Paradigm Place. This role sits at the center of operations, strategy, and community impact—overseeing financial outcomes, staffing, vendor mix, customer experience, and the successful launch and growth of the Paradigm Place model.

The General Manager will oversee daily operations, approve vendor selections and kiosk categories, coordinate with partners and funders, and ensure that Paradigm Place delivers on its mission to provide access to fresh food, foster entrepreneurship, and drive meaningful community impact in Braddock.

Responsibilities

- **Leadership & Strategy**

- Provide overall leadership for Paradigm Place, setting priorities, goals, and performance standards.
- Translate the mission and vision into clear, actionable plans for staff, vendors, and partners.
- Monitor financial performance and help build a path to long-term sustainability.

- **Operations Management**

- Oversee daily operations of the grocery, kiosks, and anchor categories to ensure a safe, clean, and welcoming environment.
- Develop and implement policies, procedures, and systems for opening/closing, inventory, cash handling, and customer service.
- Supervise and support the Operations Lead, Floor & Events staff, and other on-site team members.

- **Vendor & Kiosk Program Oversight**

- Approve vendor selections, kiosk categories, and overall mix to maintain a strong balance of local, hybrid, and anchor offerings.
- Work with the Vendor Manager and Vendor Success team to ensure vendors are supported, compliant, and aligned with Paradigm Place standards.
- Ensure vendor operations uphold quality, professionalism, and a positive customer experience.

- **Partnerships, Funders & Community Relationships**

- Serve as a point of contact for partners, funders, and key stakeholders.
- Help cultivate relationships with local organizations, colleges and universities, and business support ecosystems.
- Represent Paradigm Place at meetings, events, and in conversations with media and community partners as needed.

- **Customer Experience & Community Impact**

- Champion a culture of excellent customer service and respectful, inclusive interactions.
- Monitor customer feedback and adjust operations to better serve residents and visitors.
- Track and communicate impact metrics for food access, small-business support, and local employment.

Qualifications & Experience

- 5+ years of experience in retail, grocery, food service, hospitality, or multi-vendor environments, with at least 2–3 years in a leadership or management role.
- Demonstrated experience managing teams, budgets, and operations in a complex, customer-facing setting.
- Strong understanding of basic financials (P&L, budgeting, sales targets, cost management).
- Experience working with small businesses, vendors, or entrepreneurs is strongly preferred.
- Comfort working in a mission-driven, community-facing environment, ideally with experience in underserved or historically disinvested communities.
- Excellent interpersonal, communication, and problem-solving skills.
- Ability to set standards, hold people accountable, and model professionalism and reliability.
- Familiarity with POS systems, basic data tracking, and retail technology is a plus.

What We Offer

- Opportunity to lead a flagship social venture at the intersection of fresh food, retail innovation, and community development.
- A role with both operational responsibility and strategic influence as Paradigm Place grows.
- Collaborative work with a team focused on entrepreneurship, education, and innovation.
- Competitive salary (to be discussed based on experience) and potential for performance-based incentives as the venture scales.
- Professional development and opportunities to shape new programs, partnerships, and models that can be replicated in other communities.
- Salary: \$60,000–\$65,000 annually, commensurate with experience, with opportunities for growth as Paradigm Place scales.

How to Apply

To apply, please submit:

- Your resume
- A brief cover letter (1–2 pages) explaining:
 - Why you are interested in leading Paradigm Place
 - Relevant experience in retail/operations and community-focused work
 - A short example of a time you improved operations or customer experience in a previous role

Send materials to: pgteam@paradigmglobalinnovations.com with the subject line:

“Application – General Manager, Paradigm Place – [Your Name]”

Deadline - January 9, 2026.