



Seeking: General Manager for Durham County Alcohol, Beverage and Control Board

The Durham County Alcoholic Beverage and Control (ABC) Board is seeking a General Manager to strategically direct the retail operations, education, control, and law enforcement duties of the organization while also managing staffing, marketing, inventory, and budgeting of the Durham County ABC Board. The General Manager will be a person with a high energy level, who motivates staff to excellence, values accountability, and is an excellent problem solver.

About the Durham County ABC Board: County and municipal ABC Boards in North Carolina are local independent political subdivisions of the State. They operate as separate entities establishing their own policies and procedures.

The Durham County ABC Board, as provided by North Carolina Alcoholic Beverage Control laws, operates nine retail liquor stores, a mixed beverage operation (for bars and restaurants), a warehouse, and through its law enforcement division, investigates violations of such laws. North Carolina General Statute 18B-805(c) (2) (3) requires that the Board expend at least 5% of profits for law enforcement and at least 7% of the same profits for alcohol education and rehabilitation purposes. NC Statutes (Chapter 18B) also require the Board to distribute its surpluses to the General Fund of Durham County and the City of Durham, which represents a financial benefit to the County and City.

The mission of the organization is to proactively engage its customers and stakeholders to have accurate information and education related to ABC issues as well as to manage the acquisition and sales of alcoholic beverages in a safe and legal manner that maximizes revenues which are then distributed to the City of Durham and Durham County for broad delivery of citizen services. You can learn more about the Durham County ABC Board at <https://durhamabc.com/>.

About the General Manager Position: The General Manager, who reports to the Board, will oversee a staff of over 100 who serve in law enforcement, education, and retail store functions. Durham County ABC projects a 2022 revenue of \$50M and has an operating budget of \$7.3M. The Board also runs a grant program that is focused on alcohol abuse education and prevention. In 2020, grants totaling \$312,500 were provided to local nonprofits. More information about the budget can be found [here](#).

The next GM is a tech savvy leader who balances expertise in retail alcohol sales with employee engagement and leadership that maximizes customer service. The GM will need to work with the Board and staff to conduct an organizational assessment to evaluate operations, staffing, and programs to ensure outstanding customer service, fiscal responsibility, and achievement of strategic objectives.

Key Priorities:

- understanding the Board/Manager model of the ABC structure, the relationship to County government, funding, and finding effective ways to manage the Durham ABC by balancing the relationships with and responsibilities of the appointed board and County government with the roles of a professional retail General Manager and staff;
- following organizational evaluation, develop an action plan with achievement milestones and metrics for ensuring Durham County ABC is operating at maximum effectiveness to carry out its mission;
- ensuring consistent communication and training across divisions and stores through clear protocols and expectations, while also encouraging creativity and the appropriate level of management discretion;
- overseeing the construction project of a new retail store as well as facility maintenance and upgrades;
- evaluating recruitment, hiring, and promotional practices to ensure consistent, transparent, and equitable skill evaluation of candidates and adequate staffing levels in a difficult employment market; and,
- responding proactively and creatively to the ongoing impacts of COVID-19 on the Durham ABC operations, staff, and customers while evaluating and planning for post-COVID-19 service delivery.

Qualifications: A bachelor's degree is strongly preferred along with a successful track record in ABC management. The successful candidate will have at least 5 years of increasingly responsible experience in retail management. Ability to engage with multiple stakeholders from employees and customers to elected officials, make presentations, manage people, and tasks is required.

The ideal candidate has a proven track record and is:

- experienced working in an organization with a manager reporting to a governing board;
- an entrepreneur with a vision for developing and implementing best practices in organizational structure, culture, marketing and operational management;
- knowledgeable of retail sales technology and techniques, point of sale (POS) systems, principles of marketing, inventory management systems, and product promotion;
- experienced in retail staff management, understanding how to listen to concerns, assess workload, work conditions and human resource issues to determine the best course of action and solutions for success;
- effective in engaging with customers, promoting excellent customer service delivery and resolving customer concerns in a timely manner that is both fair to employees and satisfactorily resolves customer complaints;
- an inspiring and empowering people manager who is equally dedicated to building a cohesive team as well as the development of individual employees through training and continuing education opportunities;
- skilled at developing and managing budgets, revenue from sales, and fee structures;

- able to effectively manage a grant program that provides community funds for alcohol abuse education and prevention;
- credible in modeling and holding others accountable for an excellent customer service culture for internal and external customers while supporting and advocating for employees;
- proactive in building collaborative relationships with other County partners and regulatory agencies;
- resourceful in finding or developing innovative solutions to meet workload demands;
- highly effective in communication including written, interpersonal and groups, with demonstrated skill as a listener who seeks input from relevant parties, realistically assesses plans, and consistently communicates; and,
- a principled supervisor who values accountability while holding realistic and fair expectations of self and others.

About the Community: Durham County, located in the Research Triangle Region of North Carolina, is home to Research Triangle Park and is one of the most economically competitive regions in the world. Research and development from the region's major research, and many private and federal labs, have fueled business and economic growth here has made the region a world leader in life sciences, information technology and clean technology.

Consistently ranked among the top places to live, work and play, Durham is a magnet for talent, which helps attract innovative companies working in high- growth industries. Durham, the "City of Medicine," has long been known for world-class medical facilities, including top-ranked Duke University Medical Center, and an industry-leading pharmaceutical sector. More recently, it's become a hotspot for entrepreneurs and high-tech startups, propelled by the launch of American Underground, a startup incubator and accelerator. Durham boasts a premier performing arts center and the Durham Bulls AAA baseball team. In addition to Duke University, Durham is home to North Carolina Central University, the nation's first public Historically Black College and University, now a major center for biotech and bio-manufacturing R&D, and Durham Technical Community College, a key partner in preparing a competitive workforce. Private investment is flourishing, redeveloping former tobacco and textile warehouses and historic buildings into trendy, mixed-use developments filled with cool housing options, restaurants, artist studios, retail spaces and small businesses.

The population of Durham County is over 300,000 and highly diverse. Much of Durham County's growth occurred within the City of Durham. The County's population grew from 187,035 to 228,330 during the period 2000-2010, representing a decade-long increase of 22%. Current expectations are that the population is projected to grow by 30% by 2030. Centrally located, Durham is a few hours' drive from the beautiful North Carolina coast to the East and the Appalachian Mountains to the West. To learn more about the community, [discover Durham](#).

Salary and Benefits: Hiring range is anticipated to be \$120,000 - \$145,000 (beginning salary will be commensurate with experience). Excellent health insurance, local government retirement pension (LGERS), among other benefits are offered.

To apply, go to <https://agency.governmentjobs.com/developmentalassociates/default.cfm> and click on the **General Manager – Durham ABC** link. To learn more about the selection process, visit Client Openings (or copy and paste into your browser: <https://developmentalassociates.com/client-openings/>).

All applications must be fully completed and submitted online via the Developmental Associates application portal – NOT the Durham ABC portal, nor any other external website; it is not sufficient to send only a resume. Resumes and cover letters must be uploaded with the application.

Applicants should apply by February 2, 2022. Finalists will participate in virtual skill assessments on March 7-8, 2022 which includes which includes participation in 2-3 hours of engagement across two days, not including preparation time.. Interviews with the Board will follow at a subsequent time.

All *inquiries* should be emailed to hring@developmentalassociates.com. Durham ABC is an Equal Opportunity Employer.