

JOB POSTING

Community Kitchen Programs Manager

Innovative, Multi-Service non-profit seeking energetic, creative, team-oriented individual to become part of our dynamic team

Closing date: January 29, 2018

HOH's Community Kitchen Programs Manager is responsible for the overall planning, management, improvement, promotion, and successful operation of the agency's Community Kitchen Programs including the Café at Fifty-Five; Caterers Who Care and the Shared Use Kitchen to ensure that these programs meet HOH's mission goals and provide an excellent experience for customers and members. The Kitchen Programs Manager hires, trains, evaluates and supports the staff, is in charge of scheduling, ordering, menu development, communications, all operational systems, inventory and loss control, equipment, food and kitchen safety and sanitation, as well as licensing.

- Plan menus for the Café and catering
- Maintain inventory levels and conduct full weekly inventory of food and supplies
- Order supplies, food and ingredients based on rapidly shifting demand
- Manage stock and ensure that stations stay stocked during service
- Work closely with the Administrative and Operations Systems Coordinator to process catering orders
- Ensure safe, attractive and on time delivery of catering orders
- Ensure that the beginning and end of day activities are completed in a thorough manner including the set up and close out of the POS
- Motivate staff and volunteers during demanding service periods
- Recruit, hire, orient, train and evaluate staff
- Ensure staff and volunteer training in specific stations, and cross-train as necessary
- Create schedules for kitchen staff to ensure there are always enough workers to meet the demand, particularly for the lunch rush and for catering jobs
- Manage schedules, vacations, requests for time off and station rotations of staff
- Provide leadership to staff, volunteers and kitchen members; plan and facilitate team building activities, trainings and meetings
- Keep accurate records of required data elements and report in accordance with agency and funder and regulatory standards requirements
- Periodically assess and modify menus for café and catering; ensure food is the right quality for the price
- Seek input and feedback from guests and kitchen members; respond to feedback and complaints
- Adopt and manage promotional programs for the Café, Catering and Shared Use Kitchen programs
- Ensure regular social media and other types of promotions are completed
- Schedule and oversee necessary maintenance and repairs on all kitchen appliances/equipment, including but not limited to, dishwashing, cooking, refrigeration equipment and storage; ensure timely repair of any malfunctioning elements as they occur
- Ensure Shared Use Kitchen protocols are periodically assessed and updated and communicated to members

- Work closely with the Administrative and Operations Systems Coordinator on the Shared Kitchen initiative to ensure that all members have proper documentation and records
- Maintain the schedule and calendars for the shared use kitchen and café spaces
- Communicate regularly with the members, program partners and with licensing and regulatory partners
- Actively participate in such committees as Ventures, Managers', Health and Safety as assigned
- Ensure that the kitchen, storage and dishwashing areas are properly cleaned and sanitized on a regular schedule in accordance with the sanitation protocols, food is disposed of and composted properly and the kitchen meets all sanitary standards
- Ensure that the HOH kitchen and café maintain their licenses at the highest levels
- Act as kitchen programs representative on the agency Health and Safety Committee.

General:

- Maintain a thorough knowledge of agency policies, procedures and maintain HOH participant confidentiality;
- Attend agency staff meetings as required
- Provide for the safety of staff and property of the Agency
- Participate in program and agency trainings and events as assigned
- Perform other tasks consistent with the job purpose

Qualifications:

This full time exempt leadership position at HOH requires the successful applicant to have 5+ years' culinary experience, including at least two years of restaurant management experience. Also required: QFO management certification; ability to work well under pressure and in a fast-paced environment; excellent written and oral communication skills; experience developing and modifying restaurant operations systems including inventory and loss control, experience delegating tasks to staff and supporting a fast paced environment. Ability to work a flexible schedule to include regular evenings and weekends. Knowledge and proficiency in using computer applications including standard Windows applications and POS systems. In addition willingness to train and work with volunteers; valid driver's license, reliable vehicle with adequate insurance coverage; ability to lift and carry 50 pounds. Restaurant management certification or food service degree; bilingual English/Spanish a plus.

Work Schedule and Benefits:

- Salaried Exempt 40+ hour per week position. The general work schedule is weekdays with regular evenings and weekends required to meet the needs of the position.
- Compensation: commensurate with experience.
- Paid time off and medical/dental/disability/life benefits as full time employee.

Send letter of interest & resume to: Pamela Fitzgerald, Director of Finance and Administration, Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email pfitzgerald@handsonhartford.org no phone calls please. Closing date 01/29/2018

AA/EOE