

# HOT BREAD KITCHEN

*preserving tradition / rising expectations*

## **JOB POSTING: RETAIL SUPERVISOR**

Hot Bread Kitchen is a non-profit social enterprise bakery that creates professional opportunities for immigrant women. In order to fund our professional training programs, we sell a line of fresh, multi-ethnic breads baked using traditional recipes, inspired by our bakers. We train our bakers in English, business skills, and kitchen math so that they are ready to launch new careers as business owners and culinary professionals.

We are seeking an individual to represent Hot Bread Kitchen at both our retail storefront, Almacén, located adjacent to our production bakery at La Marqueta in East Harlem, and our Greenmarket locations. Position may also include product demonstrations at Greenmarket locations and key wholesale accounts.

### RESPONSIBILITIES:

- Supervise Hot Bread Kitchen's retail café, Hot Bread Almacén, in accordance with organizational policies and procedures
- Provide an exceptional level of customer service: clearly communicate Hot Bread Kitchen's mission and answer customers' questions about all products at Almacén, Greenmarkets, and off-site demos
- Communicate any customer feedback to Sales Director and Greenmarket Manager
- Daily set-up and break-down of the café and market stall and its equipment, ensuring space is kept clean, appropriately merchandised, and proper food handling practices are met at all times
- Ensure accuracy of cash register and reconcile at the end of each shift
- Act as phone receptionist, answering inquiries and transferring calls to the appropriate office staff while at Almacén
- Maintain Greenmarket's policies and regulations: set-up and break down market booths and equipment; ensure entire product display and work area are clean and attractive and ensure accuracy of cash register, record starting and ending inventory levels during your shift
- When performing demos, follow HBK's demo policies, including proper food handling, appropriate attire, and completion of follow-up report

### REQUIRED SKILLS:

- Supervisory experience and customer service experience in food service or food retail
- Excellent interpersonal and customer service skills. Ability to interact with people of diverse socioeconomic, cultural and ethnic backgrounds
- Strong problem solving skills. Ability to think independently and make smart decisions
- Fluency in written and spoken English

- Familiarity with Microsoft Excel, Word and Gmail Applications
- Must be organized, detail oriented, punctual and reliable. Ability to work weekends and holidays
- Ability to lift 50 pounds, stand on feet for 10-12 hours and work in all weather conditions throughout the year

SCHEDULE:

16-32 hours/week. Must be available weekends.

TO APPLY:

Interested candidates must email their resume and cover letter to [HR@hotbreadkitchen.org](mailto:HR@hotbreadkitchen.org) with "Retail Supervisor" and your name (Last, First) in the subject line. No phone calls, please.