

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 our retail storefront, Almacén, located adjacent to our production bakery at La Marqueta in East Harlem. Additional coverage at our Greenmarket locations and facilitating product sampling at our key wholesale customers will also be part of the responsibilities of this position.

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
- Daily set-up and break-down of the café 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
- When covering Greenmarket stand, must 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:

22-30 hours/week. Current schedule is three 8-hour shifts. One shift may include a half-day performing offsite demos or market coverage as needed. Must be available weekends.

TO APPLY:

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