

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.

ABOUT THE ROLE:

We are seeking an individual to represent Hot Bread Kitchen at both our Greenmarket locations in Manhattan, Brooklyn and Queens in addition to our retail storefront, Almacen, in East Harlem. There are potential opportunities to also represent Hot Bread Kitchen at sampling events and demos.

RESPONSIBILITIES:

- Accurate cash handling procedures ringing each transaction through the Square POS system and accurate end of day reconcile
- Provide an exceptional level of customer service: clearly communicate Hot Bread Kitchen's mission and answer customers' questions about all products at Almacen, Greenmarkets, and off-site demos
- Set-up and break down product and equipment, keeping opening and closing inventories of product and reporting any damaged equipment to management
- Ensure entire product display and work area are clean, organized and attractive
- Communicate any customer feedback to the Retail Manager, including recommendations to better maximize sales and minimize waste
- Attend regular team meetings as required
- When working at the Almacen café, act as receptionist, answering inquiries and transferring calls to the appropriate office staff
- Must maintain all policies and regulations as set forth by Hot Bread Kitchen

REQUIRED SKILLS:

- Must be organized, detail oriented, punctual and reliable. Ability to work weekends, holidays and shifts starting at 6AM
- 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
- Ability to lift 50 pounds, stand on feet for 10-12 hours and work in all weather conditions throughout the year

SCHEDULE:

Shifts start as early as 6 AM and generally last 8-10 hours. Candidates with scheduling flexibility are preferred. Must be available weekends.

COMPENSATION:

This is a part time position. All Hot Bread Kitchen staff are eligible for an annual performance based bonus, and our Greenmarket staff qualify for our commission payout program and partial cell phone reimbursement after 90 days.

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.