



MARKET ASSOCIATE

ABOUT HOT BREAD KITCHEN

Hot Bread Kitchen is a non-profit social enterprise that creates economic opportunity through careers in food. We achieve our mission through our two main programs: Bakers in Training, a paid, on-the-job training program in bread-baking for low-income and immigrant women who face significant barriers to employment, and HBK Incubates, a culinary incubator that provides licensed commercial kitchen access and business development support for food entrepreneurs.

JOB DESCRIPTION

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 additional opportunities to represent Hot Bread Kitchen at sampling events and demos.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO

- 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

EXPERIENCE/SKILL REQUIREMENTS:

- 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 "Market Associate" and your name (Last, First) in the subject line. No phone calls, please.

Hot Bread Kitchen is an equal opportunity employer and is committed to promoting a diverse workplace.