



## **Program Manager, Facility Management**

(Temporary One-Year, Full-Time Position)

### **ABOUT HOT BREAD KITCHEN**

Hot Bread Kitchen's mission is to create economic opportunity for immigrant women and women of color through job skills training, food entrepreneurship programs, and an ecosystem of support in New York City. Since its founding, HBK has grown into a hub of economic opportunity in New York City, generating over 100 million in regional economic impact.

### **OPPORTUNITY**

Hot Bread Kitchen seeks an organized, results-oriented and partnership-driven Facility Management Program Manager. This Manager will oversee and administer our Facility Management Workforce Program and help the women we serve get good jobs with the city's best in class facilities employers and advance in their careers. Hot Bread Kitchen recently implemented our 3-year strategic vision; designed in the context of New York City's economic recovery, we will significantly scale the number of women we prepare for their journey towards economic mobility and ultimately place in jobs using the food industry as a platform. A core component of the strategic plan is our 4-month Facility Management Workforce Program, which we run in partnership with the International Facility Management Association (IFMA).

The Manager oversees the program, including coordinating with IFMA and Digital Skills instructors, leading all professional readiness programming, and ensuring program participants are placed in good jobs. The ideal candidate for this opportunity is a detail-oriented project manager with knowledge of the Facility Management hiring landscape who is comfortable both teaching and shaping our program to reflect industry needs as well as to facilitate job placements at scale.

### **General Responsibilities:**

- **Program Administration:**
  - Oversee program assessment and interview process, including communicating with all prospective participants, conducting assessments, and staffing 1:1 interviews
  - Manage all program logistics including scheduling all classes, coordinating schedule with Bridge program instructors and IFMA instructors, tracking member attendance and performance, and ensuring members have the equipment and tools needed to successfully participate in the program and maintain accurate records and reports using Salesforce and Excel
  - Administer existing surveys/assessment tools to measure program effectiveness and member outcomes; collect and share responses
  - Manage the IFMA partnership, including: attending meetings, maintaining regular communications and ensuring the success of the post-training mentorship program
  
- **Program Instruction:**
  - Instruct all professional readiness classes using existing curriculum; use knowledge of the field to update and improve existing lessons to prepare members for the field as appropriate

- Assess performance through observation and interaction; provide regular feedback and guidance to program members
- Meet regularly with contracted instructors of contextualized bridge programs (i.e. Digital Skills) to monitor member performance
- Plan and incorporate into curriculum opportunities for field exposure (i.e. field trips, guest speakers)
- **Employer Partnerships + Job Placement:**
  - Cultivate partnerships with existing employer partners; source and engage new employer partners with a focus on the city's best high-road employers
  - Source a pipeline of jobs that align with members' commute, hours, schedule, needs, and experience level, as well as skills and passions
  - Coordinate job placement activities, including resume creation, coordinating mock interviews, scheduling interviews, and follow-ups with candidates and employers
  - One-on-one consultations with members regarding work needs, availability, interviews, and job outcomes
  - Update job opportunities and interview results on spreadsheets and CRM
  - Support program graduates with onboarding process at their new jobs as needed
- **Program Team Support:**
  - Support and participate in other organizational activities as needed; in particular the interview and assessment process for all Career and Bridge programs

#### **Qualifications & Skills:**

- Driven by and have a belief in Hot Bread Kitchen's values and mission
- Familiarity with facility management industry landscape and hiring opportunities/practices
- Systems and process-oriented: can manage hiring inquiries and clear systems for tracking relationships and job opportunities
- Comfortable teaching and facilitating interactive learning environments
- Excellent written and verbal communications skills; strong case-making abilities and comfort pitching and presenting to senior level corporate staff
- A working understanding of the immigrant population and their barriers to entry into the workforce
- Proactive, resourceful and innovative with an entrepreneurial spirit
- Thrives in a fast-paced and energetic team atmosphere with ambitious deadlines; successful team members are self-directed, with effective time management, organizational skills and ability to simultaneously manage several priorities
- General computer proficiency in Microsoft Office, Google Workspace, and productivity software; experience with Salesforce experience a plus

**Duration:** This position will end June 2023, with a potential opportunity for renewal.

#### **Compensation and Benefits:**

This is a full-time position. The salary begins at \$70,000 and is commensurate with experience. Hot Bread Kitchen's comprehensive benefits package includes health/vision/dental insurance (available from day one), 401K contributions, flexible vacation time, paid parental leave, and a sabbatical program. Our organizational culture is entrepreneurial, flexible, and civically-minded (learn more about our culture on [hotbreadkitchen.org/careers](http://hotbreadkitchen.org/careers))

**Location**

We offer a flexible and hybrid working environment. This position requires semi-regular in-person attendance at our facility in Chelsea Market, in particular to support program interviews, to meet with members, and to facilitate in-person learning opportunities as appropriate. We follow New York City and State guidelines on COVID-19 vaccination and masking.

**To Apply**

Applications must include a cover letter, resume, salary requirements and should be sent to [hr@hotbreadkitchen.org](mailto:hr@hotbreadkitchen.org). Please include "Program Manager, Facility Management - Your Name" in the subject line.

*Hot Bread Kitchen is an Equal Opportunity Employer and does not discriminate against applicants based on race, religion, color, disability, medical condition, legally protected genetic information, national origin, gender, sexual orientation, marital status, gender identity or expression, sex (including pregnancy, childbirth or related medical conditions), age, veteran status or other legally protected characteristics. Any applicant with a mental or physical disability who requires an accommodation during the application process should contact [hr@hotbreadkitchen.org](mailto:hr@hotbreadkitchen.org) to request such an accommodation.*