



Director of People & Operations

ABOUT HOT BREAD KITCHEN

Hot Bread Kitchen creates economic opportunities for immigrant women and women of color through job training and placement, food entrepreneurship programs, and an ecosystem of support in New York City. With over a decade of successful programming under our belt, Hot Bread Kitchen has set a three-year strategic vision to scale our organization once again, this time as New York City navigates through the uncertainties of the pandemic and plans for economic recovery.

THE OPPORTUNITY

Reporting to the Chief Operating Officer, the Director of People & Operations will work with key leaders across the organization to develop the employee experience through our human resources program and operational needs for our headquarters in Chelsea Market and outpost locations across NYC. In this founding, hands-on role, the candidate will have the opportunity to establish a new talent management program and operational structure for the organization's physical spaces. The role will immediately hire a facility coordinator to support key facility needs, and manage the existing operations team of Office Manager and Porter.

GENERAL RESPONSIBILITIES

Human Resources/People Management:

- Partner with COO to develop and implement recruitment, onboarding and training strategies, employee retention, offboarding practices, and learning and development initiatives and practices to reflect HBK values, and commitment diversity, equity, inclusion and allyship
- Work with leadership to set and achieve strategic goals that advance HR practices and institutional culture and values
- Supervise and mentor Office Manager to execute office management and people needs
- Serve as an advocate and resource for all employees
- Oversee benefits administration, including open enrollment, and regularly review HBK offerings, such as health insurance, retirement planning, and other benefits
- Communicate and oversee internal reporting policies and procedures, individual and departmental goals system, and oversee all conflict management and resolution
- Supports organizational efforts around Diversity, Equity, Inclusion, and Anti-Discrimination policies, practices and programming with the desire and willingness to champion diversity and inclusion



Operations

- Oversee operational management of Hot Bread Kitchen Facilities to ensure efficiency, quality, safety and organizational compliance
- Manage relationships with building management companies at Chelsea Market
- Hire and supervise a Facility Coordinator to support:
 - General facility needs
 - Preparation of facilities (Chelsea Market and outposts) for program training and other programmatic events
- Oversee porter to ensure efficiency and cleanliness of facilities

KEY QUALIFICATIONS

- Believe in the core values of Hot Bread Kitchen and be driven by the mission
- 3-5 years of progressive experience in people management, human resources and operations
- Deep commitment to diversity, equity, inclusion and allyship principles
- Must be solution-oriented and a problem solver
- Experience in developing new operations programs for growing organizations a plus
- A genuine passion for people management and talent for coaching others. They should have an implicit ability to listen, understand and connect with team members at all levels, diverse backgrounds and multiple sites
- Clear and effective communicator (written and verbal) with exceptional interpersonal skills
- You enjoy working in a high-paced, high-growth environment with strong organizational and collaborative skills
- Have a good understanding of the role of people and culture across a variety of industries in order to implement up-to-date best practices at the organization

Location

We offer a flexible and hybrid working environment. This position requires regular in-person attendance at our facility in Chelsea Market and future outpost locations. We follow New York City and State guidelines on COVID-19 vaccination and masking.

Compensation: This is a full-time position. The salary range begins at \$80,000 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, family leave, and a sabbatical program. Our organizational culture is entrepreneurial, flexible, and civically-minded (learn more about our culture on [hotbreadkitchen.org/careers!](https://hotbreadkitchen.org/careers))



To apply, please include

- Cover letter
- Experience-aligned resume

Send *complete* applications to hr@hotbreadkitchen.org with "Director of People & Operations" included in the subject line. *Please note due to the volume of applications, only complete applications will be considered.*

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 to request such an accommodation.