



HALEY HOUSE

We're Hiring!

Cafe Supervisor

Role: Supervise the day-to-day operational details that will help our bakery café, catering, wholesale, events and programming ventures thrive. Promote the café and catering through networking and marketing. Promote excellent customer service by exceeding customer expectations in a timely manner. Help to build a strong staff that can meet the challenges of our social enterprise. Be dedicated to our mission as well as our partnerships with the community.

Responsibilities:

- Supervise café and catering staff through training, leadership, and example
- Ensure operating policies and procedures are being followed, including enforcing ServSafe, food safety and proper sanitation practices
- Troubleshoot any arising problems that may occur including customer complaints, staff issues, equipment failure etc.
- Manage café events by promoting use of space, coordinating calendar, and executing events
- Perform ordering and inventory for ingredients and supplies
- Oversee day-to-day operations including opening and/or closing of café, printing of daily sales reports and securing of facility
- Interface with city employees regarding building and health inspections

Qualifications:

- Excellent customer service skills
- Excellent communication and interpersonal skills
- Excellent organizational skills
- Restaurant management experience a plus
- Capability to work both independently and as part of a team; flexibility a must
- Experience at a nonprofit that addresses issues related to homelessness, housing, job training, social justice and/or urban agriculture preferred
- Commitment to helping the most vulnerable in our society and track record of challenging existing systems of privilege and injustice

To apply:

Send cover letter and resume to Becka at bshertzer@haleyhouse.org by May 4, 2018.

About Haley House: Haley House uses food and the power of community to break down barriers, open opportunities, and strengthen neighborhoods. Founded in 1966, Haley House has grown to include four interconnected branches: direct services (soup kitchen, food pantry, meal for elders), permanent affordable housing, urban agriculture, and social enterprise (Haley House Bakery Cafe) Our direct services and housing are located in the South End, and our social enterprise is located in Roxbury; our urban agriculture is in both neighborhoods.