

# We're Hiring at Haley House!

## Bakery Cafe General Manager

### Role:

Provide overall direction and management of the daily operations of our Bakery Cafe, a social enterprise with a \$1.2M annual operating budget. Ensure that the cafe, including catering, wholesale, events and programming thrive. Promote the cafe 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.

*This is a full-time salaried position with benefits including health, dental, life, PTO and voluntary 403(b). The Cafe will be operating weekdays, with one weeknight and also on Saturday.*

### Responsibilities:

- Manage Bakery Cafe staff through training, leadership and example.
- Troubleshoot any arising problems including customer complaints, staff issues, equipment failure, etc.
- Ensure the timely production and delivery of fresh, healthy, delicious and enticing food offerings to all customers.
- Be an active and contributing member of the organization's senior management team, by among other things, informing and implementing organizational policy decisions.
- Help to develop and monitor annual budgets and goals that will allow the Bakery Cafe, including catering and wholesale, to operate increasingly on a self-sustaining basis.
- Build a team of capable managers, supervisors and staff who work well together in a supportive environment.
- Working with and through the cafe's management and supervisory team, oversee the development and nurturing of staff consistent with Haley House's values and Personnel Guidelines.
- Set up, implement, and upgrade operating, reporting and tracking systems as necessary to ensure smooth and more efficient operations
- ensure that health and safety standards, such as ServSafe are met and that effective systems are in place to control cash and banking.
- Manage the facility and equipment, including coordinating successful building and health inspections and overseeing the recycling and waste management activities in a manner that demonstrates environmental sensitivity and leadership.
- Oversee the growth of the base of happy and loyal customers by establishing and maintaining service standards for all customers.
- Maintain and enhance the community programming and ensure that the Bakery Cafe continues to be a vibrant and vital resource for the community.
- Serve as leading and positive presence and ambassador to the community.

### Qualifications:

- Significant food service and/or restaurant management experience
- Excellent customer service skills.
- Excellent communication and interpersonal skills.
- Excellent organizational and computer skills.
- Ability 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 [bbroderick@haleyhouse.org](mailto:bbroderick@haleyhouse.org) by January 4, 2019.

**About Haley House:** Haley House uses food and the power of community to break down barriers between people, empower individuals, and strengthen neighborhoods (South End and Roxbury). Founded in 1966, Haley House has grown into a multifaceted organization that includes direct services (soup kitchen, meals for elders, food pantry), permanent affordable housing, urban farming, culinary education and training, and a social enterprise restaurant (Haley House Bakery Café). 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.