



HALEY HOUSE

Haley House Bakery Cafe Catering Manager Manager Job Description

“Help reopen one of Boston's most beloved social enterprise cafés and use hospitality as a catalyst for food justice, workforce development, and community impact”.

About Haley House: For nearly sixty years, Haley House has used food and the power of community to break down barriers, open opportunities, and strengthen the neighborhoods we serve. Founded in 1966, Haley House has grown to include direct services (soup kitchen, food pantry, clothing distribution), permanent affordable housing, urban agriculture, education and training programs, and our social enterprise.

The Bakery Café is more than a restaurant. It is an extension of Haley House's mission—a place where exceptional food, meaningful employment, workforce development, and community come together. Every meal served, every catering event hosted, and every relationship built helps create economic opportunity, promote food justice, and strengthen the fabric of our community.

As we prepare to reopen the Café, we are seeking a visionary leader who believes that hospitality can be a powerful tool for social change.

The Opportunity

The Catering Manager works side by side with cafe and kitchen team members to uphold Haley House's standards for hospitality, food quality, operational execution, and client satisfaction. This role is ideal for individuals who are passionate about hospitality, leadership, and creating memorable client experiences while supporting a fast paced operation.

KEY RESPONSIBILITIES

We expect our Catering Manager to:

- Lead with professionalism, accountability, and hospitality excellence
- Deliver exceptional client experiences while upholding service and operational standards
- Support and develop team members through coaching and leadership
- Maintain high standards for food quality, cleanliness, organization, and food safety
- Support operational execution while contributing to overall catering performance
- Live Haley House's core values and help support our mission
- Have flexibility to work a variety of shifts, including mornings, evenings, weekends, holidays, and emergencies as needed



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Summary of Responsibilities

- Support the General Manager in ensuring daily cafe & catering operations run smoothly, including opening and closing responsibilities
- Engage in authentic, warm client interactions and foster excellent service standards throughout the team
- Demonstrate leadership and people development skills while supporting team performance
- Maintain strong knowledge of operating procedures, product specifications, and the Haley House story while leading daily execution
- Continuously uphold Haley House brand and visual standards throughout the catering & cafe operations
- Ensure food safety standards are consistently followed and promptly address any concerns
- Support communication and implementation of new products, services, and operational initiatives
- Contribute to food, labor, and controllable costs remaining within company expectations
- Own catering administrative responsibilities and operational oversight
- Other related assignments as necessary

ESSENTIAL FUNCTIONS / WORKING CONDITIONS

- Ability to work a flexible schedule based on business needs, including days, evenings, weekends, holidays, and emergencies as needed
- Ability to work 8–10+ hour shifts and stand, sit, squat, walk, climb stairs, and read for extended periods of time
- Ability to grasp, reach overhead, push, lift, and carry up to 50 pounds

QUALIFICATIONS & EXPERIENCE

Required

- Ability to work effectively in a fast paced and evolving environment
- Excellent verbal and written communication skills
- Highly organized with strong attention to detail
- High integrity and professionalism
- High school diploma or equivalent required

Preferred

- Minimum 6 months of supervisory experience within a high volume restaurant, catering operation, or polished fast casual environment



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- Proficiency in Microsoft Office including Word, Excel, and Outlook
- Previous experience with Toast POS and Admin preferred
- ServSafe and Allergen certifications preferred
- Valid drivers license and satisfactory driving record

Haley House is proud to be an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We strongly encourage applications from people of color, women, LGBTQ+ individuals, people with disabilities, and candidates from other historically underrepresented communities.

Job Type: Full-time

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Paid time off

Work Location: In person