

People's Food Co-op mission: build community, grow a loyal and thriving membership and be the best fresh food market in the country. We are guided by the vision of our community as a vibrant, exemplary model of healthy, sustainable, and cooperative living. We believe in the triple bottom line of environmental sustainability, social responsibility, and financial health.

Job Description: Kitchen Production Manager

Objective: Coordinate and oversee operations for food service production from the kitchen, meeting high standards of food quality, taste and nutrition. Work cooperatively with other food service departments managers to create offerings which meet customers' needs. To be part of a team that can make People's Food Co-op the best fresh food market in the country.

Status: Full time salaried position, exempt
Reports to: Food Services Director
Supervises: Kitchen, packaging and dishwashing staff

Responsibilities:

- I. Customer Service**
 - a. Offer consistent, fair and respectful customer interactions (includes internal teams, suppliers and external customers).
 - b. Ensure a high standard of customer service by kitchen personnel according to established customer service vision and expectations. Every decision should be made with a focus on the customer experience our shoppers deserve and expect.
 - a. Understand and communicate the 'cooperative advantage' and the value of ownership. Advance the PFC mission through outstanding service.

- II. Ordering and Pricing**
 - a. Price to achieve department goals for margin, PFC brand and price image.
 - b. Oversee the receipt of orders and verify invoice accuracy and product quality on all deliveries.
 - c. Process invoices for submission to the accounting department.
 - d. Ensure timely, legal and accurate price labeling of prepared foods product. Communicate changes with deli staff.

- III. Production**
 - a. Taste and test products for quality.
 - b. Coordinate production for maximum turns and margin.
 - c. Design daily and weekly production schedules to meet market needs.
 - d. Delegate all tasks as necessary for consistent and efficient work flow.
 - e. Ensure adequate supply of offerings for hot bar, salad bar, full-service cases, grab-n-go cases and soups.
 - f. Coordinate production of special orders.

- IV. Department Operations and Safety**
 - a. Maintain current ServSafe certification.
 - b. Understand and implement employee safety measures for food handling and preparation.
 - c. Implement functional and food handling procedures which comply with all applicable regulations.
 - d. Coordinate quarterly inventory for kitchen and deli production according to PFC standards.

- e. Ensure equipment is maintained and properly serviced, and that facilities staff are advised of problems.

V. Personnel

- a. Ensure proper orientation and for kitchen staff through established procedures and policies.
- b. Ensure on the job training, and re-training as necessary, for all production staff.
- c. Schedule kitchen staff according to labor budget and margin-minus-labor goals.
- d. Arrange for coverage of vacant shifts and fill in as needed.
- e. Conduct evaluations of production staff in accordance with established policies and procedures.
- f. Hold staff accountable for defined expectations, using coaching and disciplinary tools.
- g. Provide effective communication of operational issues through written and face-to-face communication.
- h. Work with Deli Counter Manager on training and service standards:
 - i. That counter staff are the sales people for kitchen items
 - ii. That counter staff support kitchen team on merchandising and safe food handling

VI. Merchandising and Promotions

- a. Ensure that production levels are enough to achieve sales goals.
- b. Coordinate daily packaging, stocking and rotation.
- c. Ensure accurate and legal signage and labels for all items in each area of the deli in coordination with Food Service Director
- d. Rotate menu options for seasonality.

VII. Budgeting and Planning

- a. Work with other food service team managers to achieve PFC brand standards and quality standards.
- b. Attend management team meetings and co-op staff meetings.
- c. Participate in development of sales, margin and labor budgets.

VIII. Perform other tasks assigned.

Qualifications

Minimum one (1) year experience in retail management
Minimum of two (2) years of experience in food service or equivalent
Experience in personnel management (interviewing, hiring, training, evaluation and discipline)
Experience with costing and variable margin tools, ordering and inventory control
Strong organizational skills and attention to detail
Ability to plan, develop, implement and assess systems to meet goals
Strong communication and listening skills
Commitment to superior customer service

Physical Requirements: Continuous standing and walking for 4-5 hours at a time, work in various temperatures typical of kitchens and food service areas, lifting items weighing over 25+ pounds, motor coordination as needed to fulfill general food preparation tasks.