



Food Service Manager Job Description

About City Feed and Supply:

We are a locally-owned, independent business founded in 2000 and based in the Jamaica Plain neighborhood of Boston. We are committed to contributing to our neighborhood and our local economy. We believe good food is for everyone. We believe the satisfaction gained from being of service is the foundation for exemplary customer service. We strive to create an inviting, inclusive environment for everyone -- customers, neighbors, staff, and vendors included. We are excited to support local farmers, food artisans, and producers of other local goods.

Our Mission:

- To be a neighborhood-focused business that reflects and serves the community that sustains us
- To provide healthy, natural, local, and organic food options
- To provide challenging, enjoyable, and fairly compensated jobs within a merit-based structure
- To build and maintain strong relationships in our community
- To positively influence our network of neighbors, customers, co-workers, and business partners.

Our core values: Service, Respect, Empathy, Inclusivity, Sustainability, and Fairness

About our company culture: We encourage individuality and initiative. We believe the rewards of hard work are many, and when you are rewarded for what you do, the work becomes easy.

We believe everyone has the ability to contribute, and to do so, it is important to seek out opportunities for improvement and then see them through to fruition. Mistakes are opportunities to learn. We are always striving for best practices within our unique model. We know from experience that constant improvement is also constant change, and an ability to go with that flow and enjoy it is essential.

About you: You are excited to work with a company like us. You care about the community. You care about food. You enjoy getting to know and learning from all kinds of folks. You are excited to leverage your skills, aptitudes, education, experience, and enthusiasm to strengthen our community and our business.

About the position we are hiring for:

Title: Food Service Manager

This junior management position reports to the General Manager and provides service to all members of our community – staff, customers, and vendors alike – with direct assistance to the management team. The Food Service Manager may be scheduled at both locations, but will

primarily be at the Centre Street store. Your shifts will consist of regular operational shifts to support and oversee the work of department staff, as well as management shifts to oversee training, food safety, quality control, catering, and recipe development across both locations. You will be responsible for updating and maintaining the consistency of procedures, recipes, and execution across both locations. You may also serve as the PIC (Person In Charge) in the absence of another store manager.

List of Responsibilities (Including but not limited to):

Support ownership, management, and general staff through:

- Leadership and exemplary customer service
- Oversight of daily operations, including, but not limited to:
 - Cafe and deli foodservice operations
 - Planning and executing seasonal cafe & deli specials
 - Purchasing and receiving
 - Maintenance, cleanliness, safety and general upkeep of departments
 - Vetting and feedback on store schedule
 - Coordination of inter-store transfers
 - Coordinating with Marketing to promote cafe, deli and catering departments
 - Communication to Purchasing Manager and buyers
 - Management of catering orders
- Oversight of training and discipline
- Participation in staff evaluations and hiring
- Inventory control
- Cash control
- Generating reports for bookkeeping

Specific Skills Required:

- Ability to work any shift in the cafe and deli departments, across store locations -- training to be provided upon hire or promotion
- Ability to maintain a positive outlook at all times and inspire teamwork and positivity in others
- Direct and clear communication of expectations
- Proactive and tenacious approach to problem-solving
- Understanding of business performance indicators
- Experience in food service is a must.
- Certifications in ServSafe Food Handling and TIPS are a plus, but can be attained after hire.
- Experience in retail, customer service, grocery, and farming is a plus!
- Basic computer skills, including the ability to read and build spreadsheets; knowledge of Catapult POS software, a plus
- A driver's license is a plus.

- Ability to lift over forty pounds
- Ability to work on your feet for extended periods

How much you will be expected to work:

- 1-year commitment
- 40-45 hours per week, with weekend availability
- On call to the store in case of an emergency

How you will be supported:

- Collaboration with the management team to maintain effective store operations
 - The management team consists of the GM, Purchasing Manager, Assistant GM, two Assistant Store Managers, and a Boylston Street Store Manager.
- Collaboration with department supervisors to communicate with staff
- Mutually supportive relationship with all staff to troubleshoot problems
- Regular review of performance and challenges with the management team and ownership

How this position will help fulfill the company's overall mission and goals:

We serve the neighborhood some of the best New England has to offer. This position will continue to help build community by welcoming one and all, providing consistently high service, and maintaining a vital public space within the neighborhood.

How your success will be measured:

- Positive growth trajectory of sales, as compared with prior years, and ownership projections
- Development of staff and excellence in safety and service

Compensation and benefits:

- Compensation commensurate with experience
 - We are offering this entry-level management position at \$25/hour, with room for growth.
- Standard company vacation and personal days benefit.
- Company health insurance is available.

We see these agreed-upon mutual expectations as the foundation for a robust, productive, and enduring relationship.

Thank you for your consideration.