

**Title:** Kitchen Manager

**Location:** Bronx CookSpace, 50 East 168th Street, Bronx NY 10452

**Reports to:** Director of Real Estate

**About Us:**

The Women's Housing and Economic Development Corporation (WHEDco) is a community development organization founded on the radically simple idea that all people deserve healthy, vibrant communities. We build award-winning, sustainable, affordable homes – but our work is not over when our buildings are complete. WHEDco believes that to be successful, affordable housing must be anchored in strong communities that residents can be proud of. WHEDco's mission is to give the South Bronx access to all the resources that create thriving neighborhoods – from high-quality early education and after-school programs, to fresh, healthy food, cultural programming, and economic opportunity. See [www.whedco.org](http://www.whedco.org) for more information.

**Position Summary:**

WHEDco seeks a full-time Kitchen Manager to oversee the day-to-day operation of its Bronx CookSpace incubator kitchen. Bronx CookSpace is a shared kitchen that offers production and storage space for rent to small food businesses. Learn more at [bronxcookspace.org](http://bronxcookspace.org).

**Primary responsibilities include:**

- Marketing and Outreach
  - Promote Bronx CookSpace and attract new clients through direct marketing, events, partnerships, etc.
  - Maintain Bronx CookSpace website and social media accounts
  - Lead regular guided tours of the kitchen facility for prospective clients
- Customer Service
  - Promptly and accurately answer phone and online inquiries
  - Process client applications and maintain complete and organized client and administrative files
  - Coordinate with NYC Department of Health and NYS Department of Agriculture and Markets to ensure client compliance with relevant regulations
  - Maintain kitchen rental schedule and resolve conflicts
- Financial Management
  - Send invoices to clients in a timely manner; process payments; follow up regarding unpaid invoices.
  - Record and report on key performance metrics on a monthly basis, including new client onboarding, kitchen utilization rate, and revenue
- Operations
  - Monitor kitchen equipment condition, coordinate maintenance and repair, and manage relationships with service vendors
  - Order kitchen supplies as needed
  - Supervise Cleaning Assistant to ensure equipment and work spaces are maintained and meet sanitary standards
  - Maintain compliance with state and local health and safety regulations (NYC Department of Health and Mental Hygiene, NYS Department of Agriculture, FDNY, etc.)
  - Enforce housekeeping and other program rules with all kitchen clients

**Qualifications:**

- Bachelors or Associates Degree in Hospitality, Business or related field
- At least five years' experience in office administration, customer service or hospitality
- Detailed knowledge of regulations applicable to commercial kitchen facilities and food manufacturers strongly preferred
- Must be organized, work efficiently and be able to perform tasks with minimal oversight and supervision
- Proficient in MS Word and Excel. Comfortable using social media and adapting to new software platforms. Experience with database entry and management preferred.
- Excellent inter-personal skills required; comfortable interacting with diverse communities in person, on the phone and via email.
- Strong customer-service focus and sensibility
- Proficiency in Spanish preferred. African languages a plus.

Excellent benefits and competitive salary based on experience.

To apply, please send cover letter and resume to [realestate@whedco.org](mailto:realestate@whedco.org). Applications are due March 31, 2020.

WHEDco affords all qualified applicants equal employment opportunities without discrimination because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, or any other category protected by law. WHEDco follows the requirements of the New York Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.