



JOB DESCRIPTION

Café Kitchen Manager

Job Title: Hugs Café Kitchen Manager

Reports To: Hugs Café General Manager

Job Type: Full-Time, Exempt

Pay Schedule: Pay period is every two weeks.

Benefits: Health Insurance, Dental Insurance & Vision Insurance available.

ORGANIZATION OVERVIEW

Hugs Café, Inc. is a nonprofit organization dedicated to enhancing the lives of adults with special needs through training, employment, and meaningful engagement. Our programs—Hugs Café, Hugs Greenhouse, Hugs Training Academy, and Hugs Home Cooking—serve as platforms to empower individuals, foster community, and promote independence through hands-on learning and employment opportunities.

POSITION OVERVIEW

The Café Kitchen Manager position is responsible for overseeing kitchen operations, including food production, catering, food safety, and sanitation. This position will also be responsible for managing the food cost fluctuations within current recipes and providing cost-saving suggestions. The Café Kitchen Manager provides leadership to all kitchen staff and job coaches, supports employees in growth and development and ensures that employees are involved in skill-level appropriate tasks.

KEY RESPONSIBILITIES

- € Oversee kitchen staff: Employees, including lead positions and Production Manager and Job Coaches
- € Coach and lead employees and utilize established guidelines and procedures to achieve their professional goals

- € Responsible for supporting Production Manager with receiving special event catering orders from Hugs Café General Manager and ensuring the order is executed including ingredient inventory and payment
- € Manage all aspects of standard catering orders with existing and potential customers
- € Work with Hugs Café General Manager to receive and respond to all inbound communications regarding catering orders
- € Ensure all kitchen equipment is clean and in excellent working service by inspecting personally and scheduling routine maintenance
- € Stay abreast of food costs and provide cost-saving suggestions
- € Understand budgets and cost control methods to minimize expenses
- € Monitor weekly and monthly food waste
- € Maintain recipe standards and guidelines with regular batch sampling
- € Efficiently opening and closing of kitchen
- € Maintain food inventory and place orders with vendors
- € Oversee and participate in coaching employees and job coaches to ensure that all menu items are consistent to the recipes, portions, and serving standards
- € Provide ongoing BOH employee cross-training
- € Support cross-training of all employees in collaboration with Hugs Café General Manager
- € Annual performance and skill mastery reviews of staff members in collaboration with Restaurant Manager and Catering Facilitator, if applicable
- € Encourage growth of all mission-based employees
- € Work with Production Manager to meet kitchen needs

WORK EXPECTATIONS

- € Work hours: minimum 40 hrs. week; occasional unscheduled days or evenings for events
- € Staff meetings with Hugs Café General Manager and Director of Operations
- € Maintain accurate records
- € Maintain multiple ongoing projects effectively
- € Consistently displays the personal qualities of integrity and credibility with a commitment to and passion for the Hugs Café, Inc. mission
- € Acts with reasonable care and diligence regarding the best interests of Hugs Café, Inc.

- € Possess skills to manage entire Cafe on short durations (hours-days up to week) when General Manager is not available.
- € Represent Hugs Café, Inc. in a professional and dignified manner at all times

QUALIFICATIONS & COMPETENCIES

Required:

- 2-4 years of food service experience or equivalent education
- High School Diploma or equivalent
- Ability to lift/carry up to 50 lbs.
- Ability to work flexible shifts/hours
- Current ServSafe or NEHA Managers' Food Service Certification
- Currently CPR certified or willing to obtain upon hire
- Have a clear background check with no related offenses that may jeopardize the integrity of our program

Preferred:

- Working knowledge of Microsoft Office Applications such as Word and Excel
- Have experience working with adults who have intellectual or developmental disabilities

Other Knowledge, Skills or Ability:

- Ability to read and interpret information from partnering organizations
- Ability to write reports and correspondence
- Ability to communicate effectively with staff and families/ guardians and other staff members
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to use critical thinking skills to assess the needs of staff and take appropriate action when necessary
- Ability to use critical thinking skills to assess the program needs and take appropriate action when necessary
- Appraising performance, rewarding and disciplining employees
- Addressing and resolving problems
- Demonstrate care, compassion, and patience when working with staff
- Ability to be calm under pressure

- Ability to stay organized and prioritize
- Strong communication and leadership skills
- Passion for helping others
- Possess and demonstrate the personal qualities of integrity, credibility, and a commitment to and passion for the mission of Hugs Café, Inc.

PHYSICAL DEMANDS

- € The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- € The employee must frequently lift and/or move up to 50 pounds. While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- € **Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.**

This job description should not be construed to imply that these requirements are the exclusive standards of the position. The incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.