

Kitchen Manager—Waterbury Location

About Us

The Woodstock Farmers Market is a bustling year-round fresh market of fantastic food which generates nearly \$10 million in annual sales between 2 locations. We're a classic "small giant": while our footprint is modest, we have created a dynamic fresh foods market with many facets—from our varied national and regional specialty products and our commitment to local produce and meats to our prepared foods kitchen and catering department to our innovative open book finance system and our service-crazy staff.

Pre-Covid, our Prepared Foods team was the engine of the-market driving many guests into the store with a top notch array of lunch sandwiches, to-go hot entrees, soups and deli salads, frozen items, to-go signature marinades and dressings and a robust catering division. We grossed over \$1.5 million a year in a very small and humble kitchen space. The department played a critical role on transferred products from the produce, meat and fish departments. Our zero-waste policy allowed the retail store to always display the best products, challenging the kitchen to work with quality, albeit "cosmetically challenged", foods. Prep Food Department's volume also involved critical ordering from local farms as well product from food service operations.

While many of the above protocols have not changed, the fact of the matter is that Covid 19 has transformed our prepared foods department. While sales are down, we are pre-packaging more meals and food to go (versus platters of food served by the deli) and are at a pivotal point of trying to reinvent ourselves with new ideas and procedures to fit the new Covid world.

General Job Description:

Our Waterbury Kitchen Manager oversees the entire kitchen operations—from sandwiches to menu planning for grab and go entrees, to ordering Bakery items from Woodstock's Bakehouse. He/she works in tandem with the kitchen team in the preparation of daily sandwiches, grab and go prepared foods, soups, cheese case items, cold salad case items and any bakery items. Our manager is ultimately responsible for the everyday taste and quality of all such foods as well as the planning of weekly menu items, ordering supplies and keeping records and accounts. While the manager participates in many day-to-day cooking tasks this is a supervisory position, requiring superior mentoring and motivational skills. Financial performance is ultimately the responsibility the kitchen manager as well. He/she report directly to our General Manager who ultimately plans out and supports the many moving parts of the kitchen, deli, meat and any seafood (yet to be determined) operations.

This person must come with strong leadership skills and the positive energy to lead and organize a small group, in the Covid 19 era. There are 2-4 team members with varying degrees of food talents from dishwashers to sandwich makers. The department also supports a small online inventory on our new Farmers' Curbside shopping website.

Specifics of the Job:

- **Managing:** Experience managing a team focused on food and retail and great customer service; writing schedules; managing in alignment with Woodstock Farmers Market's Mission, Vision and Values.
- **Merchandising:** Merchandising food and making sure it looks great. The to go food business is challenging and making food look great is important.

- **Cooking:** While the job is primarily overseeing the several other kitchen/market staffers, active cooking will be 50% of the job.
- **Customer Service:** The happiness of our guests is critical. Having a great rapport with guests is critical.
- **Being Responsible:** Closing and opening a prepared foods kitchen and being able to work those hours; working weekends and holidays, as necessary.
- **Ordering:** Ordering kitchen essentials and food accurately. Also included is maintaining a relationship with the mother ship in Woodstock and ordering some prepared items from them for delivery in Waterbury. Ordering of baked goods from our Bakehouse on a schedule and maintaining pars is essential.
- **Managing Covid 19 protocols:** Managing and dealing with coming to work under essential business working conditions.
- **Being Cheerful No Matter:** Juggling chaos positively; dealing with entrepreneurial circumstances that often change with calm and grace.
- **Being a Role Model:** “Shoveling the walkway,” sweeping and mopping the floor—being able to do chores around the kitchen in general and not necessarily delegating them.
- **Being a WFM Leader:** Being humble; a great teacher, mentor and motivator.
- **Being a Numbers Person:** responsible for the financial success of a large department. Being able to read a P&L and operate under an open-book style operation where our managers and supervisors are comfortable with sharing numbers and understanding them. Being able to cost and price prepared food.
- **Making Great Food:** Possessing the ability to make a varied menu of food in the “Market style” including great soups, deli salads and sandwiches. Most likely spending some time in Woodstock’s kitchen will be a mandatory part of training. Travel stipends will be provided.

Qualifications:

- **Being Calm Under Pressure:** This job is very stressful at times with many decisions to be made in short order. It takes a person with calm inner-working to be successful. S/he must be able to detach from the emotional nature of decision-making and focus solely on the issue—making great food fast and providing staff and our guest's great service.
- **Team Play: Integrating with Deli Service**—Must understand the total Market picture: that service is what we do and without great service we are nothing. S/he must work directly in step and harmony with what the guest desires and directly with the Deli staff and supervisor.
- **Covid 19:** We abide by all VOSHA and Dept of Health food preparation guidelines.
- **Being Collaborative:** Must demonstrate the ability to go with ideas of others; must be able to enjoy listening and engaging with others in order to make final decisions; must get that team trumps self.
- **Experience in a busy commercial kitchen:** Our kitchen is small and busy and is not isolated; WFM is an extremely busy place and any candidate must love the high-volume buzz.
- **Love of service:** Must love actively looking for ways to help people get what they want while enjoying it.
- **Strong Physical Stamina:** Must have outstanding physical stamina. This job can require one to be on your feet for more than 8 hours a day as well as performing many kitchen tasks that require a person to lift, bend and move quickly. Must be able to lift 50 lbs.
- **Financial Understanding:** Must get the mathematics and semantics of food costing and pricing and invoice reading. Must know how to read a P & L.
- **Great Computer Skills:** Can't fear the computer and must have good knowledge of Excel and Word.

- **Great time management:** Must possess good management of time and getting work done on time. We often work at a fast pace at WFM. Must prioritize projects and keep them moving forward while communicating this to a team of people.
- **Good Scheduler of People:** Must understand how to be an effective scheduler of staff.
- **Good Judgment and Eye for Quality:** Identifying quality by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events. Big words—In sync with WFM sourcing standards and quality.
- **Outstanding Sanitation Skills:** Keeping the standard high when it comes to food handling and understanding the risk of cross contamination.
- **Outstanding Leadership Skills:** Being a proven leader. Being positive in mind and spirit. Must be a good listener and team player; able to work well with others as a team member. Must follow WFM Servant Leadership guidelines, must possess humility, must teach, mentor, understand and use mindful and positive conflict resolution. Must be able to motivate and help create a positive work environment for subordinates. Must be able to help create and set the standard for outstanding WFM work habits. Must be able to listen and lead by compassion. Must have lots of humility. Models our no drama policy of personal responsibility and going the extra mile for guests and staff. Demonstrates ability to listen and react proactively and positively with grace.
- **Outstanding Communication Skills:** Must be able to listen and give positive and constructive criticism as well as positive reinforcement. Must be able to be clear in direction and be able to communicate effectively with other leaders and managers. Must encourage contribution from others and be able to communicate and have "difficult conversations" with leaders and staff. Must be able to clearly articulate thoughts and desires without passive aggressiveness.
- **Makes great food:** Must genuinely love making great, Market-style food quickly and consistently.

Time Commitment: This is a full-time job. We estimate about 40-50 hours/week. At least one weekend day is required. Holidays, especially the 4th quarter (Thanksgiving and Christmas) and summer are our busiest times and require planning and commitment from this leadership position. This is an amazing opportunity for someone in the food business who has worked nights, who is looking for a change from typical restaurant hours. Standard daily hours run from early AM to late afternoon after training has been completed. Store hours in Woodstock are limited due to Covid 19, though we have not established Waterbury's hours yet.

Education: This job requires a minimum of 3 to 4 years in busy commercial kitchens. High school graduate or equivalent a must. A college degree a plus.

Compensation: \$18-22/hour, depending on qualifications and experience. Simple IRA, Health Insurance, Dental Insurance, Vision and Short term disability optional after vesting periods; staff discount of 30%, and annual bonus based on overall store NOP and personal performance.