

## Prepared Foods Manager—Waterbury location

### Who are we?

We are busy, year-round fresh food specialty food and grocery store, specializing in fresh produce along with our own in-house kitchens and delis. We are famous for our fantastic, prepared foods and grab and go sandwiches, focusing on the very best quality ingredients, locally grown and sourced when possible. We hire only the most service-oriented people who appreciate a fun, fair, drama-free workplace, and share our core values:

- Come with an empty cup: have humility
- Sit at the table together: be collaborative
- Do the right thing—always: be honest, accountable and have integrity
- Always hungry: relentlessly get stuff done
- Fish Cakes: think outside the box to creatively solve problems
- Bright side: always be positive

### The Job:

The kitchen at our Waterbury location is rudimentary so our offerings are more limited than Woodstock. That said, we have developed creative ways to make great food using the resources we have. We also depend on the collaboration with the Woodstock kitchen/marketing team for seasonal strategies.

Our Prep Foods Manager must come with strong leadership skills and the positive energy to lead and organize a small group of people while being responsible for the financial outcomes of a department and oversee 5 to 10 team members with varying degrees of food talents and work experience.

### General Job Description:

The Prep Foods Manager oversees the kitchen operations and works in tandem with the sandwich makers and other line cooks in the preparation of sandwiches, grab and go prepared foods, soups, and cold salad case items. Our PFM 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 PFM actively 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 of the PFM. They report to and collaborate with the Waterbury General Manager.

### Specific Duties:

- **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, Core Values, 10 year plan, 3 year plan and annual plan.
- **Merchandising:** Merchandising food and making sure it looks great. The to go food business is challenging and making food look great is important.
- **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.
- **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 hot entrees.

### 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 a calm demeanor to be successful. They 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 guests great service.
- **Team Play: Integrating with the store**—Must understand the total Market picture: that service is what we do and without great service we are nothing. They must work directly in step and harmony with what the guest desires and directly with the store 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 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 being on your feet for more than 8 hours a day as well as performing many kitchen tasks that require you to lift, bend, squat, twist, reach and move quickly. Must be able to lift 50 lbs.
- **Financial Understanding:** Must understand 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.
- **Good Scheduler of People:** Must understand how to be an effective scheduler of staff.
- **Good Judgment and Eye for Quality:** Ability to judge quality and make good decisions about receiving and selling great food. Must embrace WFM’s commitment to highest quality ingredients.
- **Outstanding Sanitation Skills:** maintaining the highest standards of cleanliness and sanitation in the kitchen and storage areas

- **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 4<sup>th</sup> quarter (Thanksgiving and Christmas) and summer are our busiest times and require planning and commitment from this leadership position.

**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:**

- Salary ranges from \$45-47,000/year and is dependent on qualifications and experience.
- 30% employee discount
- Short Term Disability Insurance- fully company paid
- Health insurance contribution of \$340 per month
- Voluntary Dental and Vision insurance
- Recreational Benefit contribution of \$120 a year (6 month wait period)
- Annual shoe reimbursement at year anniversary up to \$75
- Simple IRA (one year vesting period)
- ETO
- Signing bonus of \$1000.00 (\$500 at 3 months, \$500 at 6 months)