



Kitchen Manager

Agency Description

[Urbane](#) is a community development venture and certified MBE. Founded in 2008, and with offices in New York and Philadelphia, Urbane builds the infrastructure that catalyzes community wealth. Our approach centers on strengthening community anchors through a multi-disciplinary approach - research and analytics, business and development advisory services, and place-based investing in mixed-use real estate, small businesses, and other non-traditional assets aimed at generating long term prosperity and community wealth creation. We envision neighborhoods that are defined by their strengths and experienced as places of opportunity and innovation, building bridges toward an equitable distribution of wealth and power by fostering community-led solutions and centering the wisdom and local innovation that already exists to facilitate a future of prosperity and shared wealth.

Urbane's client base includes municipalities, economic development agencies, foundations, financial institutions, real estate developers, community-based organizations, and small businesses throughout the US.

With a brand refresh and new website, along with a forthcoming nonprofit arm and impact investing funds, let alone exciting projects in the pipeline – 2022 and beyond has us excited about the possibilities – and those possibilities necessarily include fresh new, diverse perspectives!

Job Title: Kitchen Manager

Status: Full Time

Location(s): Brooklyn, NY

Are you a chef/culinary manager or a veteran in the hospitality industry looking to make a lasting impact and support burgeoning culinary entrepreneurs? Urbane's Mangrove Business Incubator is seeking a highly motivated kitchen manager with a background in business development to join our team to manage the forthcoming Incubator Kitchen at Flatbush Central. The ideal candidate will be a dynamic, detail-oriented manager with a passion for inclusive entrepreneurship and equitable food systems to execute food business education and development programs. This role will help advance our mission of building a local food economy grounded in racial, social, and economic justice.

The Kitchen Manager will be responsible for operational and strategic development to support the broader mission of the Mangrove Business Incubator, ranging from oversight of day-to-day kitchen operations and maintaining excellent facility standards, to leading internal team members and supporting both incubatees and kitchen members.

A more detailed description of the facility and the Mangrove Incubator Kitchen follows the job description.

Job Responsibilities may include but are not limited to:

Program & Operations

- Support outreach and recruitment of entrepreneurs launching their companies at the Mangrove, including organizing and leading regular information sessions and tours (in-person and virtual)
- Cultivate strategic partnerships with community, business groups and industry professionals/experts for lead generation, kitchen curriculum facilitation and mentorship, entrepreneur sales pipeline opportunities and wider kitchen programming
- Work with Incubator General Manager and managers of other production spaces within The Mangrove to create a seamless incubation and business support experience, including providing input on and overseeing execution of hands-on incubator curriculum, and supporting incubatees in creating and managing business work plans
- Offer industry expertise and technical assistance to kitchen users and the broader Mangrove community of businesses
- Plan and deliver ServSafe and other food handling trainings
- Facilitate stage and externship opportunities with local food ventures
- Coordinate with on-site marketing and events staff to support public programs including culinary classes, demonstrations, product samplings, and industry leader conversations
- Maintain exceptional standards of professionalism and hospitality toward all commercial kitchen users and staff
- Present Mangrove's work to partners and stakeholders at community events
- Track all inquiries, ensure timely follow-up, and maintain all information in Salesforce database
- Execute member intake and orientations including appropriate equipment and space usage, kitchen etiquette and protocols compliance
- Periodically review and assess memberships and use volumes to ensure optimal kitchen scheduling to meet member and revenue targets
- Facilitate supply chain management, connecting kitchen incubatees and members with appropriate vendors for their operations, including coordinating bulk/cooperative purchasing from local and regional producers

Staff Management

- Manage a kitchen team comprised of an Assistant Kitchen Manager, Porters and Stager in their daily responsibilities, providing clear and effective direction in accordance with all company policies, procedures, standards as well as local, state, and federal law as applicable
- Spearhead and support employee hiring and terminations, review resumes, interview candidates, provide write-ups, warnings, and notices
- Track performance, tardiness, call outs, sick, PTO and vacation days, and perform employee evaluations and provide constructive feedback
- Design and execute training opportunities that educate and empower the team
- Demonstrate positive leadership characteristics and build morale and team spirit by fostering a work environment where team members' input is encouraged
- Train staff on all kitchen and member service needs, revise training procedures as needed
- Manage staff scheduling to meet operational needs and efficiency, including monitoring of production to adjust staff on hand as necessary
- Solicit feedback from employees and other managers on how to create better work environment

Facility Maintenance

- Oversee the maintenance of a clean and orderly facility, ensuring equipment is properly cleaned by outgoing members, create system for accountability and penalties when necessary
- Take immediate action to resolve problems that are encountered on property, ensuring that Mangrove team is actively involved and assisting as necessary
- Manage and resolve members' complaints and concerns, handle and record all incidents, coordinate with upper management when necessary
- Physically tour and visually inspect property on a daily basis monitoring property condition, cleanliness, and quality of products and services throughout and facilitate repairs through approved in-house and outside vendor channels
- Comply with local, state, and federal health department standards including complying with occupancy limits
- Meet or exceed NYC Department of Health & Mental Hygiene regulations for sanitation by ensuring an "A" letter grade on all inspections
- Ensure members adhere to predetermined food safety processes and procedures, monitor any issues with pest, equipment malfunctions, and food borne illnesses and create incident reports to properly document.

The ideal candidate is someone who loves to support, mentor, build and grow diverse food businesses. This position requires excellent communication, patience, and problem-solving skills, along with a working knowledge of how to run a safe and effective professional kitchen. You have knowledge of business development, and exceptional attention to detail to manage systems and processes that support businesses along their journey from ideation to operation. You are driven to lead a team with a commitment to mutual respect, achieving pre-determined goals with high emotional intelligence. You have an entrepreneurial spirit that will inspire stakeholders to achieve optimal growth and success.

Knowledge, Skills, and Experience:

- Entrepreneur experience strongly recommended including direct involvement with any relevant start-ups, brands, or concepts
- Strong knowledge of NYC restaurant and hospitality industries
- 5+ years in a leadership role in the restaurant/food/hospitality industries
- Shared kitchen experience
- Experience managing operations with gross sales of over \$1 million and a team of 3+ employees
- Experience managing a budget, and monitoring food costs and profit margins
- Ability to work in a standing position for extended periods of time (8+ hours)
- Ability to work in a highly physical environment, including the ability to lift 50 pounds
- Ability to obtain and/or maintain any required licenses, certificates or permits
- Capable of setting priorities, planning, organizing, delegating, and controlling processes
- Working knowledge of MS Office/Teams, POS systems and open to learning new systems and software as needed
- Highly motivated leader who inspires their team to achieve a high level of performance
- Entrepreneurial self-starter who takes complete ownership of their work performance
- Excellent verbal and written communication skills, able to explain just about anything to anyone and comfortable communicating regularly with staff, vendors, and guests
- Excellent organizational skills and attention to detail, able to manage multiple projects
- Excellent time management skills with a proven ability to meet deadlines

- Enthusiastic about building relationships and embracing change
- Capable of working in a team and stepping outside the job role to assist in other roles

Compensation, Benefits & Employee Support

The salary for this role is \$75,000 to \$80,000. Urbane believes great benefits make great work possible. Benefits include medical, dental and vision insurance, 401(k), and generous vacation/PTO offerings. Urbane invests up to \$1,500/employee/year in professional development and personal growth.

Employment is contingent upon successfully passing a background check which includes references from previous employers. Urbane Development Group LTD, is an equal opportunity employer which recruits, hires, trains, and promotes personnel for all job titles without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability, genetic information, veteran status, or any other status protected under local, state, or federal laws.

How To Apply

- To apply, please email info@urbane-dev.com with “Kitchen Manager” in the subject line along with your current resume, a brief cover letter/email, and individual example(s) of past work product that you feel demonstrates your professional and technical competencies. Please note any additional language abilities and level of proficiency/fluency if not readily apparent from your resume.
- Please name all files sent to Urbane beginning with your first and last name (or preferred naming conventions) for easy identification.
- The application is a multi-step process, inclusive of three rounds of interviews with various Urbane team members.
- Due to the volume of applications and a small (but mighty!) Team, we are unable to respond to all inquiries.

Community Anchorage, Facility Details, and The Mangrove Incubator Kitchen

Community Anchors as agents of change

The lynchpin to Urbane’s model is to identify, support, and strengthen community anchors – storefront businesses, artisan producers and manufacturers, community- and faith-based organizations – that hold the trust and confidence in a community and act as key hubs of neighborhood activity.

Their placement as community anchors offers unparalleled market insight coupled with their unique positioning in underserved markets as powerful, positive agents for change. Community anchors are the natural conduits to opportunities for wealth creation for residents and businesses alike. Urbane’s premier development project is the Flatbush Central Caribbean Marketplace and The Mangrove Business Incubator.

Facility Details

The Mangrove is comprised of three unique incubator spaces including a natural body care production workshop, design studio and commercial kitchen. Each space is designed to support their specific industry with state-of-the-art equipment and industry expertise. The Mangrove is housed within Flatbush Central Caribbean Marketplace, home to a multi-vendor retail market, 2 bars, and food hall featuring the finest local chefs and culinary entrepreneurs.

The Mangrove Incubator Kitchen includes 3 independent rentable kitchen stations including a ghost kitchen (delivery) concept, multiple prep and packaging areas, and a test/demo kitchen for cooking classes, tastings, and intimate events. The facilities will host a series of programs and pathways to boost BIPOC entrepreneurship locally and across the Greater New York Metro area. Programs will be tailored to accelerate both established businesses as well as burgeoning enterprises in the start-up process.

Entrepreneurs may participate in the commercial kitchen via tiered memberships to accommodate various businesses including but not limited to caterers, restaurateurs, street vendors, packaged goods, and ghost kitchens. Aspiring entrepreneurs will have access to the facilities through a seasonal incubator program and business curriculum designed to support business owners navigate the ins and outs of operating a food business.