

Hudson River Housing, Inc.
Position Description
VetZero Heroes Making Heroes
Food Service Manager

Overview

The VetZero Heroes Food Service Manager will play a leading role in "VetZero Heroes Making Heroes," a mission-driven food and job training social enterprise. Heroes Making Heroes will offer quick, delicious and affordable sandwiches while providing jobs and training to

veterans who have experienced homelessness and other barriers to employment. While preparing and serving high-quality food will be integral to the success of the initiative, equally as important is providing fulfilling community involvement and increasing the confidence and future potential of local veterans.

The VetZero Heroes Food Service Manager must have a commitment to the mission of Hudson River Housing, a compassionate and inclusive approach to management, and a strong background in food service management. The VetZero Heroes Food Service Manager will lead front and back of the house operations for the Heroes Making Heroes initiative and provide supervision, training, and support to employees and trainees working with the program. The VetZero Heroes Food Service Manager will work with a team of staff and volunteers to ensure all aspects of the program are implemented effectively and mission outcomes are met. This is a full time position reporting to the Director of Strategic Initiatives.

Responsibilities

Responsibilities include oversight of all daily operations of Heroes Making Heroes, including:

- Menu development and recipe testing, and food preparation, presentation, and quality control
- Planning and execution of pop-up events at local markets, fairs, festivals
- Planning and execution of a catering menu and catering services
- Purchasing and inventory control of food, equipment and supplies
- Sales drawer management
- Supervision of a small team of food service employees and trainees
- Providing support and mentorship that assists employees and trainees to improve hard and soft job skills
- Setting and enforcing standards for high quality customer service
- Addressing complaints regarding food quality or service
- Ensuring compliance with health and food safety standards
- Training and supervision of volunteers
- Tracking program performance and producing reports as needed

- Interfacing with Resident Services and Community Building & Engagement departments at HRH to ensure effective recruitment, placement, training, and growth of trainees, employees, and volunteers

Skills and qualifications

- Direct experience managing front and back of house operations at a food service establishment and supervising staff teams.
- Entrepreneurial spirit, flexible and adaptable. Direct entrepreneurship experience a plus.
- Interest in helping to build a mission-driven food business from the ground up and building a supportive work environment.
- Friendly and courteous demeanor and strong customer service skills.
- Knowledge and understanding of veteran needs and services a plus.
- Strong organizational management skills, with ability to work independently to manage complex operational goals.
- Attention to detail and high standards for cleanliness and safety.
- Ability to meet people where they are at and inspire team members to high performance. Excellent interpersonal and communication skills and ability to work effectively as part of a cross-departmental team.
- Willingness and excitement to work with partners to achieve goals.
- Comfort working with people from diverse backgrounds and with diverse skills sets, including those experiencing homelessness and veterans.
- Veterans are encouraged to apply and will be considered along with all qualified applicants.

To Apply: Please send a current resume and cover letter to humanresources@Hudsonriverhousing.org or drop-off materials to Attn: Human Resources, 313 Mill Street, Poughkeepsie, NY 12601.

Hudson River Housing is dedicated to maintaining a work environment that is free from harassment and discrimination on the basis of age, race, creed, color, national origin (including ancestry), religion, gender or sex, gender identity or expression, sexual orientation, pregnancy (including childbirth and related medical conditions), alienage or citizenship status (unless required by law), disability, reproductive health decision making (including, but not limited to, the decision to use or access a particular drug, device, or medical service), marital status, partnership status, caregiver status, domestic violence victim status, familial status, military status, unemployment status, genetic information (including genetic characteristics), or any other protected status under federal, state, or local laws. Hudson River Housing is dedicated to the fulfillment of this policy with respect to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, compensation, termination, and all other terms, conditions, and privileges of employment