

Finale Dessert Company Job Description

Title: Production Manager

Reports to: Executive Pastry Chef

Primary Location: Finale Pastry Kitchen ("PK"), 9 Travis Street, Allston, Mass.

Job purpose: Oversee all aspects of Production, Distribution, and Quality Control at our centralized Pastry Kitchen.

Salary Range / Scope: \$55,000-\$65,000, Full-time, 1st shift but requires some night and weekend hours

Qualifications

- Minimum Education: Associates Degree in Baking & Pastry Arts
- Minimum Experience: 5 years Managing a High Volume Bakery or Pastry Department
- Specialized Knowledge
 - Working with large scale baking equipment (such as double rack convection ovens & 140 qt mixers)
 - Working with bakery production software programs (in particular Eatec)
 - Microsoft Word, Excel, & Outlook
 - ServeSafe Certified
- Availability/Schedule
 - 7 days/week (though generally Mon-Fri)
 - 50+ hours/week (5 day weeks, approx. 10 hour days)
- Physical requirements:
 - Ability to lift 50lb bags and move 450lb fully loaded rolling racks
 - Ability to drive a motor vehicle (drivers license required)
 - Ability to work while standing for extended periods

Skills/Attributes

1. Methodical problem solver
2. Able to adapt to constantly changing work environment
3. Positive attitude & high energy
4. Works well under stress/pressure
5. Pays attention to the details while keeping sight of the big picture

Key responsibilities and accountabilities:

1. Oversee the production of food at the PK, ensuring the exact specifications of recipes are followed.
2. Implement and manage a thorough and rigorous Quality Control program for all products produced at the PK.
3. Create daily, weekly, and long-range production plans & labor schedules for effective and efficient operations.
4. Take inventory of raw materials and finished goods on a weekly and monthly basis, order raw ingredients and supplies, receive deliveries, and receive orders from internal and external customers.
5. Maintain a spotlessly-clean and organized facility, passing all internal, City, State, and Federal health inspections.
6. Coordinate the packaging, distribution, and delivery of products to internal & external customers, ensuring orders are filled completely and accurately.
7. Assist the Executive Pastry Chef with Research & Development, training, marketing, etc. as required.
8. Manage food and labor costs and operating expenses, and all factors affecting the Profit & Loss statement of the PK in order to achieve the annual Operating Budget.
9. Manage and motivate staff, recruit staff, train and develop staff, according to company policies and employment laws, and ensure relevant HR procedures are followed (appraisals, discipline, grievance, etc).
10. Manage selling, order fulfillment, and customer service activities related to our wholesale and direct-shipping businesses, so as to optimize and sustain sales performance, profitability and customer satisfaction.
11. Interact with internal and external constituencies and authorities as necessary (Finale restaurants & bakeries, health and safety inspectors, Landlords, Finale Executive Management and Investors, etc.).
12. Manage all supplier relationships, particularly monitoring quality standards, accuracy of pricing, and service levels while finding ways to reduce costs.
13. Implement process improvements and systems to increase PK capacity for additional restaurants and bakeries.
14. Manage repair & maintenance activities for all equipment, utilities, vehicles, and physical plant.
15. Manage health and safety, security, and emergency systems, capabilities and staff awareness, according to company policy and relevant law.
16. Attend meetings and contribute to company strategy and policy-making as required.
17. Develop personal skills and capability through on-going training, as provided by the company or elsewhere subject to Company approval.