

**EMPLOYMENT OPPORTUNITIES at  
Billings Forge Community Works (BFCW)**

**JOB TITLE:** Opportunity Youth Café Manager

**DEPARTMENT:** The Kitchen

**REPORTS TO:** Executive Chef

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**OVERVIEW:**

The *Opportunity Youth Café Manager* is responsible for managing the *Kitchen at the Hartford Public Library café* during new evening hours, implementing the *Opportunity Youth* program in collaboration with *Our Piece of the Pie* to re-engage young people in work or school. This position will be multi-dimensional, inclusive of managing the café with youth cohorts during part time evening hours; provide classroom education in a team approach; work with our partnering youth serving agency to manage new program, track results, and support youth individually and collectively. An individual with a passion for working with young people, an entrepreneurial spirit, and an interest in engaging with the public is required for this exciting new program.

Program Duties:

- Plan and facilitate new *Opportunity Youth* program. Create a brigade team working at the café. Participate in implementing new program with a commitment to customer service.
- Provide classroom and individual instruction. Facilitate and teach ServSafe classes. Co-teach entrepreneurial classes: recommend and follow researched culinary curriculum to coordinate with OPP curriculum; identify and coordinate field trips. Maintain class rosters, attendance records, and document progress and certifications achieved.
- Partner with OPP to assess, manage, and communicate individual results; liaise with OPP staff around individual needs. Maintain complete, accurate participant records. Comply with OPP weekly time tracking and results reporting while maintaining confidentiality.
- Help youth to achieve their personal, academic, and workforce goals. Monitor progress toward established goals and objectives. Assess youth for work readiness, skills, strengths, aptitudes and any potential limitations/barriers to employment and post-secondary education.
- Model appropriate behavior, motivate youth, and reinforce appropriate behaviors.
- Advocate for program; support and advocate on behalf of young people participating in the program with potential employers and the public.

Café Duties:

- **SALES GOALS:** Execute sales plans that are in-line with budgetary goals

- Complete accountability for the cash in store, change, weekly deposit and tips, adhering to store policy of no more than a \$25.00 differential per week
- Contribute new ideas to promote sales and customer satisfaction, present them regularly at management meetings
- Ensure profitability of the store by growing sales and controlling costs of supplies, labor, repairs, and expenses
- Controlling and reporting ANY WASTE
- CUSTOMER SERVICE: Providing outstanding customer service
  - Being a role model for outstanding service and “owner” of the service initiative at the store
  - Proactive in solving customer problems and satisfying customers in various situations
  - Consistently monitors, coaches and encourages team members to meet the organizations standards
  - Promote Library café space at every opportunity as an onsite catering venue
  - Promote mission of the organization and give clear information and referrals regarding catering and other programs
- EMPLOYEE MANAGEMENT:
  - Builds morale and team spirit by fostering a work environment where team member input is encouraged and valued
  - Continually develops team members, establishing specific performance objectives and evaluating team members regularly

STORE PRESENTATION & CLEANLINESS: Keeping the store aesthetically appealing, updating signage and product labeling daily, and complying with all health department rules.

- PRODUCT QUALITY:
  - Ensures that all team members are educated on our product and services
  - Oversee the rotation and discarding of product, informing managerial culinary staff of issues with product, delivery timing or amounts, customer complaints, new ideas for menu items

Requirements/ Qualifications:

- Two to four years’ experience working with youth with barriers and differing backgrounds and a commitment to empowering youth. Preference for successful experience with opportunity youth (ages 16-24).
- Entrepreneurial mindset. Experience or interest in culinary field preferred.
- Commitment to learning and improving; preference for experience with program evaluation.
- Enthusiasm, patience and a commitment to successful outcome for young people
- Excellent verbal and written communications skills including proficiency in Word, Excel, and social media. Understand and maintain confidentiality of participant information. Ability to complete a variety of daily, bi-weekly, and monthly documentation, as well as data collection.
- Ability to perform responsible work involving the use of independent judgment and personal initiative.

- Able to work independently and as a part of an interdisciplinary team. Exhibit professional work ethics, working cooperatively and respectfully with co-workers, administration and other stakeholders within the community. Able to respond efficiently and effectively in emergency situations.
- Valid CT driver's license and reliable transportation and/or own vehicle
- Ability to stand for long periods of time and lift up to 50 lbs.

We believe in second chances. Individuals with challenging backgrounds are encouraged to apply.

Any combination of education and experience equivalent to graduating from an accredited college or university with an Associate's degree in business, public administration, behavioral science, education or related field. Two years of work experience and combined elements of training, counseling, case management or other services accepted.

***To apply send resume and cover letter to Cary Wheaton at [cary@billingsforgeworks.org](mailto:cary@billingsforgeworks.org)***

*Billings Forge Community Works is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, or veteran status.*