



Causeway Work Centre Catering/Kitchen Manager, Krackers Katering

Who is Causeway?

Causeway is a not-for-profit agency that empowers ALL people by helping those with mental illness and other challenges find meaningful work. We have a desire to see people treated with dignity and respect. We believe that there is no limit to anyone's potential. By leveraging their talents and abilities, we work to shift society's perspective regarding people whose value has not yet been recognized.

Who is Krackers Katering?

Krackers Katering is a social business that provides both catering services for all levels of the private and public sectors as well as community meals through service contracts. Krackers also generates employment opportunities for people who face barriers to employment by providing them with a supportive work environment and skills training.

What will I be doing?

The Catering/Kitchen Manager is responsible to plan direct and control the daily operations of Causeway's catering business, Krackers Katering and all extensions thereof. By providing direct service and ongoing support to customers and staff, the Catering/Kitchen Manager must ensure the delivery of a high-quality catering service while at the same time supporting supervisory staff in providing meaningful training and employment opportunities to KK client-employees. The Catering/Kitchen Manager will be reporting to the Executive Director.

What will my duties include?

- Actively pursue strategic and operational objective of the social business and achieve KPI's
- Supervise, plan, co-ordinate and direct the daily operations of the catering business.
- Assist in daily catering and business operations.
- Evaluate markets and generate ideas for current and new product & service development.
- Increase revenue streams through strategic marketing and planning.
- Manage & decrease operating expenses to increase sustainability of the business.
- Provide support and guidance to supervisory staff, ensuring tasks and deadlines are met.
- Develop new community partnerships and contracts.
- Collect and evaluate statistical reports and customer feedback.
- Verbal written reports.
- Follow up with clients/customers when required; ensure high quality customer service.
- Maintain a safe and healthy work environment by establishing, following and adhering to Health and Safety requirements and implementation of operational policies and procedures.
- Deliver presentations, participate in trade shows & public events, as required.
- Ensure the completion of work plans & KPI's, EMH Ware recording, employee time sheets, cash reconciliation & budget analysis, as required.
- Oversee & perform HR functions including hiring, training, performance reviews & administrative duties for staff and clients with the support of the Senior Manager, Human Resources.
- Source and support suppliers, preference may be given to local and social enterprises.
- Perform other duties as required.



What will I bring to the organization?

- College diploma or University degree in Business Administration, Marketing & Sales or Hospitality Management
- Background in food service training and management
- Strong knowledge of Microsoft Office applications and accounting software (Quickbooks)
- Experience/knowledge of mental health, disabilities and barriers to employment
- Understanding of Social Enterprise and supported employment models
- Experience in marketing/sales and event planning
- Exceptional communication (both written and oral) and leadership skills
- Ability to multi-task & work a flexible schedule including some evenings and weekends
- Ability to provide estimate and quotations for events of varying size and services to customers
- Well organized with attention to detail
- Strong decision making and critical thinking skills
- Criminal Record Check and full license & Drivers Abstract

Why should I work here?

Working at Krackers Katering, you will be an employee of Causeway Work Centre, with full access to all the broader benefits, services and supports that the agency provides.

When you join our team, you can expect:

- A supportive, inclusive and collaborative environment
- Starting salary of \$49,450
- Professional development opportunities and training
- Group extended health benefits, matching RRSP, 3 weeks of vacation, 20 sick days, 3 special leave days, 14 hours of appointment time, and 3 floating days
- 35 hours per week with flexibility
- Overtime, as required.
- All statutory holidays off
- Free access to a full onsite gym

How do I apply?

Please send a copy of your resume and cover letter to Rishabh Khosla, Senior Manager of Human Resources, at rkhosla@causewayworkcentre.org by May 5th, 2023.

We thank all applicants, however only those selected for an interview will be contacted.

Causeway is an inclusive workplace and encourages qualified candidates from diverse backgrounds and who have faced barriers to employment, including those who may need accommodation, to apply to join our staff team.

Please advise if you require accommodation throughout the recruitment process.