



Member & Operations Manager

The Commissary is a vibrant commercial kitchen and food business incubator in downtown Rochester, NY. Our efforts are focused on supporting local entrepreneurs with food business creation, ownership, and expansion within our community, welcoming all types and stages of food businesses. We are seeking a driven, equity-minded individual who is passionate about food and community to join our small but mighty team as a Member & Operations Manager. Use QR code below for an in-depth explanation of The Commissary and our mission.

Job Overview: The Member & Operations Manager is the core to building our community of food entrepreneurs and ensuring their day-to-day success as Commissary members. You will focus on recruiting, assisting, and onboarding qualified businesses to become active members utilizing The Commissary's facility and skill development resources. This includes outreach and working one-on-one with potential applicants and admitted members to ensure that their operating needs are met within the facility, and that The Commissary's business development support services address the needs of each member as they launch and grow their business.

As the Member & Operations Manager, you'll be able to work both independently and across the community in a collaborative manner, demonstrating high levels of open communication and problem-solving. You will be the main point of contact for current and prospective members, both on-site and virtually (video conference, phone & email). This position will work closely with other staff and contracted professionals to identify prospective members and strategies for approaching them. The ideal candidate is an outgoing, organized individual with a passion for food and community engagement.

Report To: President of The Commissary

Essential Duties & Responsibilities

- Serve as the main point of contact for all current and potential member needs, both in-person and via e-mail
- Conduct outreach and maintain relationships with ever-evolving community organizations such as restaurant associations, food truck owners, farmers markets, food manufacturers, etc., to ensure a steady pipeline of prospective members
- Maintain The Commissary's customer management information system by collecting and organizing data to reflect all efforts made to recruit new members (calls, presentations, leads, follow-up, etc.)
- Onboard new members and introduce them to our kitchen community, this includes reviewing the Member Handbook, collecting security deposits & membership fees, and assisting with establishing member Food Corridor accounts
- Collaborate with the Facility & Support Manager to acclimate members to and enforce kitchen, equipment, cleaning, and membership protocols
- Establish monthly member touchpoints, often working one-on-one to implement events and sales opportunities that help grow their business and maximize facility utilization
- Explore new opportunities for The Commissary with staff, including new revenue sources, workshops, events, member sales opportunities, and trainings
- Report monthly on kitchen usage, revenue data and membership
- Other related duties as requested by The Commissary Staff



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Detailed Scope of Work

See the Operations/Member section of the Commissary Scope of Work by Role document.

Skills & Qualifications

- Strong relationship development and management skills
- Comfort and confidence in prospecting, outbound sales/marketing, etc.
- Very well organized and able to design repeatable processes and systems
- Self-starter with the ability to work independently in a highly dynamic environment
- Ability to communicate effectively with a diverse group of personalities and backgrounds
- Thrive working with others and being part of a team
- Interest in or experience with entrepreneurship
- Proficiency in Microsoft Office Suite (Word/Excel/PowerPoint), Google Drive, and Customer Relationship Management software/applications
- Experience working in the food industry is preferred
- Food safety training and certification (Level 1 Food Manager) a plus
- Spanish language proficiency is a plus
- Ability to regularly lift 25 lbs. and occasionally lift 50 lbs.
- A weekly schedule will be determined that will include some night and weekend hours

Compensation: Commensurate based on experience and expertise, estimated range: \$48,000 - \$52,000

Benefits

- Parking stipend
- If staff is also interested in becoming a Commissary member, a discounted hourly rental rate is available
- Healthcare
- Five (5) Paid Holidays
 - 3 Fixed: Thanksgiving, Christmas, New Year's (facility is closed)
 - 2 Floating
- Base Vacation: Two (2) weeks with additional accrual possible
 - Vacation carryover is limited to 5 total days annually
 - NOTE: Full staff must ensure adequate support during peak vacation demand

Start Date: Immediate

Equal Opportunity Employer: The Commissary embraces diversity and equal opportunity. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our support and outcomes.

Interested applicants should forward their resume and cover letter by Wednesday March 16th 2022 to:

Laura Fox O'Sullivan
President, The Commissary
laura@rddc.org

No phone calls please. Applications without a personalized cover letter will not be considered.