

CAKEABLE

Position Title	Bakery Operations Coordinator	Department	Program Staff
Reporting	Reports to the Bakery Manager	Status	Full-time
	Supervises Interns, Customer Service Associate, and Volunteers	Classification	Non-Exempt
Compensation and Schedule	<p>\$20/hourly Events, including the Uptown Farmers' Market, are typically scheduled on Saturdays. Events may take place on occasional weekdays or weeknights, especially during the holiday season.</p> <p>Schedule is Tuesday-Friday plus Saturday Markets/Events. Typically 2-3 events which run from April-December.</p>	Location	Cakeable Bakery, events in the Charlotte area, and the Uptown Farmers Market, 300 South Davidson Street, Charlotte NC 28202

General Position Summary

The Market Operations Coordinator fulfills Cakeable's mission and values by providing meaningful professional development in community settings for adults with Intellectual and Developmental Disabilities.

Cakeable's mission is to empower people, businesses, and communities to achieve their fullest potential through inclusive environments.

Cakeable's values are empathy, respect, accessibility, quality, and belonging.

Essential Functions/Responsibilities

Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. The list of tasks is illustrative ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class. It does not imply that all positions within the class perform all the duties listed, nor does it necessarily list all possible duties that may be assigned.

Essential Functions and Responsibilities of the Market Operations Coordinator

Leadership and Team Organization

- Leads and models the overall culture, values, and mission of the organization.
- Collaborates with lead staff to create and maintain an events and markets calendar.
- Collaborates with lead staff to ensure adequate staffing for all event and market shifts. Ensures that Interns' working hours are documented properly.
- Collaborates with Program Managers to evaluate Interns' guest service skills and provide training accordingly.

Bakery Assistant

- Works directly with Interns to provide on the job baking instruction and production; assesses skill levels and monitors skill acquisition
- Ensures baked goods are produced in accordance with NC Department of Agriculture standards.
- Maintains a functional, efficient, sanitary and pleasant kitchen environment with high-quality baked goods.
- Assists with accommodation and training aids for Interns
- Assists with packaging and labeling in accordance with NC Department of Agriculture standards.
- Assists with order preparation for delivery.
- Assists with ingredient and baked goods inventory.

Representation to the Community

- Adheres to all instructions from event organizers (follows the schedule and all processes for set-up, break-down, etc).
- Maintains an appealing and organized merchandise display that is consistent with Cakeable branding.
- Ensures that staff and volunteers understand and adhere to all safety protocols.
- Communicates with the Development and Communications Director to publicize events and promote community engagement and sales at markets.
- Advocates for Cakeable's mission by ensuring positive, helpful, engaging experiences with guests.

Delivery, Sales, Reporting, and Financial Responsibility

- Ensures that all products and supplies are delivered. This responsibility involves driving the Cakeable van to and from event locations.
- Prepares the cash box and point-of-sale technology for all transactions.
- Secures the cash box and communicates with the Executive Director or Executive Assistant when bank transactions are needed (deposits or withdrawals).
- Ensures that all market sales reports are completed accurately and in a timely manner.

Qualifications/Requirements

A. Education

Level	Credentials/Certifications
High School Diploma/GED	Valid Driver's License

B. Experience

- Retail Experience preferred
- 2+ years Experience with adults with Intellectual and Developmental Disabilities strongly preferred

C. Knowledge, Skills, and Attributes

- Cakeable van drivers must be at least 25 years old with a clean driving record and up-to-date auto insurance.
- Show a willingness to learn.
- Outstanding verbal, written, and interpersonal communication skills to work effectively with a wide variety of people.
- Ability to work in a fast-moving environment, independently troubleshoot, and work under pressure.
- Excellent organizational skills and attention to detail.
- Collaborative working style with a hands-on approach to teamwork.
- Outside the box creative thinker to solve problems.
- Ability to give feedback with empathy.
- Physically able to meet the demands of production.
- Background check required.

Physical Requirements

This position requires

Occasional long periods of standing

Bending, lifting (up to 60 pounds), squatting, setting up and breaking down tents and tables.

Working Conditions

- Work is performed primarily outdoors with a quiet to high level of noise and activity. Many markets, including the Uptown Farmers' Market, are "rain-or-shine" and subject to variable weather conditions.

All the above duties and responsibilities are essential job functions for which reasonable accommodation will be made. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties and responsibilities or requirements. Employees may be required to perform other job-related duties as requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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Employee's Signature

Date

Supervisor's Signature

Date