



Job Posting Operational Manager – Krackers (Catering)

Title: Operational Manager – Krackers

Classification: This is a non-unionized position

Type: Full-Time

Location(s): Ottawa

Starting Salary: \$49,450 to \$55,125 per annum

Benefits: Group benefits & RRSP's (to start after successful completion of probationary period), generous vacation, sick, appointment & personal time & full access to an in-house gym.

Hours: Standard work hours are 35 hours/week, however work schedule may include overtime, evenings and weekends as required.

Employer: Causeway Work Centre

How To Apply: Please submit your cover letter and resume to ofreiheit@causewayworkcentre.org

Closing Date: December 20, 2024

About 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.

Krackers is a social enterprise that was created to achieve both social and economic impacts. Krackers is staffed by a team of individuals who have experienced barriers to employment, including those who have mental illness, disability and other challenges. Since 1999, Krackers has grown into a successful social enterprise where over 150 people have gained invaluable training and work experience enabling them to transition to other employment opportunities within the community.

Working Conditions

Working with vulnerable people who have various barriers to employment, including those with mental illness, addictions, housing instability or homeless, disability and more. Work schedules may vary and include evenings or weekends as required.

About the Role

The Operational Manager is responsible for planning, directing, and controlling the daily operations of Causeway's catering business, Krackers and all extensions thereof. By providing direct service and ongoing support to customers and staff, the Operational Manager must ensure the delivery of high-quality catering services while supporting supervisory staff in providing meaningful training and employment opportunities to client-employees. The Operational Manager will be reporting to the Director of Social Enterprise.

Duties & Responsibilities

- 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 food preparations, 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.
- Follow up with clients/customers when required; ensuring 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 documentation, payroll, cash and visa reconciliation, and budget drafting and analysis as required.
- Oversee & perform HR functions including hiring, training, performance reviews & administrative duties for staff and clients with the support of the senior leadership team.
- Source and Manage inventory, complete supply and order management processes and ensure documentation is accurately completed.
- Additional duties as required.

Qualifications & Experience

- Education: Post-secondary degree or diploma in Food Services, Hospitality, Business Administration or other related field
- Experience: Minimum 3 years of industry-related work experience, cooking and/or working in a commercial kitchen environment, catering or other relevant work experience.
- Language: English Required; bilingualism considered an asset.
- Experience in marketing/sales or event planning is considered an asset.
- Recent and Valid Police Records Check required.
- Valid Class 'G' driver's license and clean driver's abstract required.
- Strong understanding and knowledge of Microsoft Office applications and accounting software's such as QuickBooks.
- Effective time management, organization and leadership skills.
- First Aid/CPR & WHIMIS Required; training will be provided.
- Strong communication skills, both written and oral, as well as organized and detail oriented.
- Exceptional problem solving and critical thinking skills.
- Safe food handler's certification required.
- Experience/knowledge of mental health, disabilities and barriers to employment.
- Ability to multi-task and work a flexible schedule including evenings and weekends as required.
- Provide coverage when required/directed – inclusive of working evenings and weekends as needed.

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.