

## **Catering Sales & Administrative Manager**

Fresh Food Generation is a locally owned, Dorchester-based catering business in its 10<sup>th</sup> year of operation. We use locally sourced ingredients to craft Caribbean-Inspired and Modern-American dishes. Our loyal and growing customer base consist of non-profits, religious institutions, corporate offices, and universities seeking casual drop-off catering services.

#### Your Role:

We are searching for a catering manager with an entrepreneurial spirt, passion for good food and commitment to excellent customer service. As the liaison between our culinary team and our clients, you possess strong communication skills and the ability to coordinate the delivery of a memorable food experience that exceeds expectations. You have strong project management skills and can independently perform administrative responsibilities associated with catering management.

### Your Responsibilities:

#### **Customer Service**

- Assist clients in menu planning and creating proposals that meet their budget and dietary needs.
- Correspond with customers through phone calls, meetings, and emails to confirm food delivery details and answer catering questions.
- o Review and confirm orders placed online.
- Manage our online presence including inventory levels, catering availability dates and menu changes.
- Provide any documentation the client may require for food service. This includes permits, marketing material and referrals.
- Follow up with customers post-delivery to request feedback and build strong customer relations.
- Maintain customer database.
- o Occasionally, plan and participate in offsite event management.

## **Coordinate Catering Orders**

- o Conduct weekly meetings with our chefs and operations manager. Provide them with all necessary details on upcoming orders and food inventory needs.
- Communicate with the operations manager daily to provide live updates on any changes to upcoming catering orders.
- Create weekly performance reports that summarize customer feedback and sales metrics.



 Assist in the coordination of drivers and vehicles and update customers on delivery status. Occasionally, take deliveries.

# **Accounting Management**

- o Assure all orders are accurate and accounted for in QuickBooks.
- o Manage accounts receivables and communicate directly with bookkeepers.
- o Maintain tax documentation accounts for all non-profit customers.
- o Produce sales reports along with key performance indicators.

# **Business Project Management**

 Upon completion of catering management responsibilities and during quiet periods, assist in busines projects that streamline systems and increase sales opportunities.

## **Primary Requirements**

- o Bachelor's Degree and a minimum of 3 years' experience in a similar role
- Strong verbal and written communications skills
- Previous administrative experience with proficiency in excel, google suite and the ability to learn new software.
- o Comfortable working in a busy kitchen environment.
- Must be effective at listening to, understanding, and clarifying concerns raised by employees and guests.

**Hours:** Full time, 8:00 AM to 4:00 PM

**Salary:** Please email <u>cassandria@freshfoodgeneration.com</u> for additional info.

**Benefits:** 

#### **Generous Paid Vacation Plan**

- o Three weeks Paid Time Off
- o Additional company-wide vacation break between Christmas Eve and New Year's Day
- o Paid Holidays: Labor Day, Independence Day & Thanksgiving
- Accrued Sick Leave

Ability to work from home on some days Health Insurance 401k Matching Plan