



## Food Innovation Program Manager Position Description

### Overview of Findlay Market Food Innovation Program Manager

The Findlay Market Food Innovation Program Manager will be responsible for new program development and project management for food-related ventures looking to start, grow and scale their businesses. Primary responsibilities include assisting in the development, opening and management of Findlay Launch, the region's first Storefront Accelerator program, and oversight and growth of the Findlay Outdoor Market + Sustainability programs.

Additionally, the Food Innovation Program Manager will support the Director of Food Innovation in development and management of new program initiatives in the Food Innovation category, ensuring the growth and sustainability of the programs.

### Food Innovation Program Manager Role Description

Findlay Market is Ohio's longest running public market and an historic landmark. Key to its current and future success is the support of a robust environment for food related businesses to start, grow and scale. This is one of the key objectives of the Corporation for Findlay Market's strategic plan.

Findlay Market is quickly and strategically developing as the region's premier entrepreneurial ecosystem for small food-related businesses. With the opening of Findlay Kitchen, our Food Business Incubator, in 2016, and our ability to integrate and leverage the Findlay Outdoor Market as a pop-up testing ground for food-related concepts, we are now adding a new platform to support budding food entrepreneurs through Findlay Launch. This residency-based Storefront Accelerator program will provide food businesses crucial mentorship, industry education, and real time experience of operating full time for 9 months.

The Food Innovation Program Manager's responsibilities for Findlay Launch are two-fold. One, they will help to develop core restaurant business curriculum through developing relationships with Subject Matter Experts (SMEs) in the community who will partner and provide the input and expertise necessary for the creation and implementation of the curriculum. This will be done with support from the Food Innovation Program Coordinator. Two, they will manage the daily operations and needs of Residents from an overall business development perspective. This will include scheduled check-ins, individual support of Resident's challenges and ability to problem solve. Facility and equipment management support will be provided by the Food Innovation Facility Coordinator.

Oversight and growth of the Findlay Outdoor Market, Biergarten, and Sustainability programs, through management of the Findlay Outdoor Market + Sustainability (FOMS) Manager, will be key to ensuring Findlay Market is quickly adjusting to shopper desires and providing low-risk opportunity for entrepreneurs. Leading the vision for Findlay Market's new Sustainability pillar and ensuring community and merchant input is considered will help to position Findlay Market as the Sustainability leader in our region.

Innovative support for new and existing Merchants looking to start, grow and scale will be pivotal as Findlay Market solidifies our place as a fresh food destination in today's quickly changing landscape. Financial management is expected as well as tracking and reporting key data related to program goals, grants and individual Resident progress and outcomes.



### **General Description:**

The Food Innovation Program Manager's success will be measured in part by the following goals:

- Objective 1: CFFM will provide an environment for independent food-related businesses to start, grow and scale.
- Objective 2: CFFM will move toward financial independence.
- Objective 3: CFFM will preserve and expand the connection with the OTR neighborhood, the Cincinnati community, and its shoppers.

The Food Innovation Manager will have the following detailed responsibilities:

### **Program Development and Management**

- Findlay Launch: Storefront Accelerator Development & Management
  - Development of launch plans inclusive of business support curriculum, ongoing services structure, recruitment and partnership of SMEs and Mentors, overseeing buildout of three storefront spaces.
  - Ongoing management and improvement of program and support of Residents.
  - Develop partnerships, relationships and opportunities with area community redevelopment foundations and developers for post-accelerator placement.
- Findlay Outdoor Market + Sustainability Programs
  - Oversee the Findlay Outdoor Market + Sustainability Manager, ensuring growth and mentorship opportunities are provided. Hold FOMS Manager accountable for defined goals and expectations.
  - Ensure program goals and metrics are set and achieved from a vision perspective as well as sustainable program operations perspective, for Findlay Outdoor Market (FOM) and Biergarten.
  - Responsible for ensuring financial profitability of FOM and Biergarten programs.
  - Oversee the strategic direction of Findlay Market's new Sustainability pillar, working with the FOMS Manager, including program setup, goal setting, and successful implementation.
- Findlay Market Entrepreneur Support
  - Support new and existing merchants who want to start, grow and scale their business, by providing food and business expertise, access to resources, and project and relationship management.
- Food Innovation Growth & Initiative Planning
  - Supports Director, Food Innovation in the development of vision and plan.
  - Development and management of online shopping platform
- Assists Director, Food Innovation in management of budget, and provides monthly reporting and overview of revenue and expenses, and program tracking.
- Identifies fundraising opportunities consistent with the goals and objectives of CFFM, and works with CFFM staff to craft campaigns in support of new and existing programs.
- Maintains professional and technical knowledge by attending educational workshops, reviewing publications, establishing personal networks, and participating in professional societies.

### **Relationship Management and Outreach**

- Works closely with Residents, Mentors, Subject Matter Experts, and Community Stakeholders to develop and maintain positive working relationships and partnerships.
- Conducts outreach activities in the local community; maintains contacts and nurtures relationships with partner organizations.
- Works with Findlay Kitchen Incubator Manager and Findlay Outdoor Market + Sustainability Manager to integrate any business support service opportunities and potential Resident pipeline.



- Works to develop new relationships with up and coming food entrepreneurs, existing restaurateurs and food-related business owners and chefs, and industry professionals that can provide Resident support and program input.

#### **Data Tracking & Financial Reporting**

- Meticulously tracks data and maintains records for each program owned.
- Assists in achieving financial objectives by adhering to annual budget, scheduling expenditures, analyzing variances, initiating corrective actions.
- Reviews satisfaction and experience of Residents and partner organizations through key program metrics to evaluate program effectiveness and implement improvements.
- Devises and implements evaluation methodologies, analyzes results and takes proper action based on outcome.
- Prepares yearly budget recommendations and controls expenditures in accordance with budget allocations.

#### **Values, Skills, Knowledge and Abilities**

- Entrepreneurial drive required; bringing a sense of urgency, ownership and follow through to all work
- Knowledge of organizational and management practices, budgeting and accounting principles
- Skill and experience in program development and execution, evaluating data and establishing priorities
- Demonstrated ability to work in a proactively diverse and inclusive organization
- Excellent, proven interpersonal, verbal and written communication skills
- Effective problem-solving and mediation skills
- Demonstrated ability to share skills and knowledge with others
- Proficiency with office computer equipment and software
- Demonstrated ability to multi-task and work in a fast-paced environment
- Proven ability to cope with conflict, stress and crisis situations
- Continual on the job learning is required
- Must be able to work some non-traditional hours, including evenings and weekends

#### **Application Information:**

- Applicants should send a cover letter and resume to [info@findlaymarket.org](mailto:info@findlaymarket.org)
- Deadline to apply is Friday, September 13, 2019.