



Findlay Kitchen Incubator Manager Position Description

Overview of Findlay Kitchen Incubator Manager Position

The Incubator Manager will be responsible for management of daily operations at Findlay Kitchen, the region's premier Food Business Incubator, which supports food entrepreneurs looking to start, grow and scale their business. The Incubator Manager will have responsibility for external and internal relations, supporting all Findlay Kitchen Members with mentorship and growth opportunities, ensuring operational efficiency, overall facility management, and oversight of Classroom Kitchen programming. In addition, the Incubator Manager will support the Director of Food Innovation, and Findlay Market District Manager, in developing a vision for future programs, and determining the best approach to leveraging and integrating existing resources.

Incubator 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.

With the recent opening of Findlay Kitchen, Findlay Market is quickly developing as the region's premier entrepreneurial ecosystem for small food related businesses. To keep the momentum strong, Findlay Kitchen must continue to work towards consistent revenue generation through strategic targeting of new members, creation of growth opportunities for promising members, and a template for attracting high revenue-generating events. Strengthening relationships and making new connections to drive go-to-market strategies and opportunities for entrepreneurs is the next step in incubation service offerings.

The Incubator Manager has responsibility for effective management of daily operations so the organization is able to meet these goals. This includes developing and maintaining external relationships with partner organizations, as well as internal, new member recruitment and existing member retention and growth support. Ensuring the right mix of products, members, and business and sales growth opportunities, will be key to financial and mission-based success. The Incubator Manager will work closely with the Director of Food Innovation in developing programming that supports Findlay Kitchen's mission and members. The Incubator Manager must track and report key data related to grants, funding, and programmatic initiatives.

The Incubator Manager will manage kitchen scheduling, payments and billing through the online platform, keeping abreast of system updates and improvements, and ensuring operations run effectively, efficiently and without significant administrative input. Financial management is expected through an understanding of monthly budget projections and how Findlay Kitchen is tracking, ensuring constant communication with the Director of Food Innovation.

The Incubator Manager has oversight of general facility management, including compliance with all federal, state and local codes pursuant to specific facility and member licensing. This includes tracking and reporting appropriate ongoing regulatory data, and that related to keeping current facility and membership requirements.



General Description:

The Incubator Manager's success will be measured in part by the following goals:

- (Goal) Expand infrastructure to support a minimum of 3 new opportunity areas for entrepreneurs by 2018.
 - (Strategy) Utilize Findlay Kitchen to provide business support services to all market entrepreneurs.
 - (Strategy) Expand internal and external sales channel access.
- (Goal) Ensure Findlay Kitchen is revenue-growing by 2017.
 - (Strategy) Achieve utilization rates of 50% in year 2, 60% in year 3, 70% in year 4, 80% in year 5.
 - (Strategy) Build out a class and event planning template requiring minimal staff oversight.
 - (Strategy) Continue to seek funding to support 100% of programmatic costs.

The Incubator Manager will have the following detailed responsibilities:

Principal Duties & Responsibilities:

- Manage Facility Operations
 - Maintenance Oversight – Manage the Facility Coordinator, ensuring expectations are met.
 - General oversight of facility, including equipment, utilities, security and access.
 - Identification and implementation of operational process improvements.
 - Oversee adherence to city, state, federal requirements for commercial kitchens and member licensing.
 - Maintain scheduling, reservation, records and payment system.
 - Manage application and membership process, including tours and onboardings.
 - Assist Director of Food Innovation in management of budget, and provide monthly reporting and overview of facility revenue and expenses.
- Programming and Classroom Events
 - Classroom Kitchen Programming - Manage the Marketing Co-Op; oversee planning and approval of class curriculum and events, ensuring alignment with mission and proper monetization, invoicing and payment.
 - Business Support Services - Provide members access to business growth support through partner connections, and development of exclusive sales/promotion opportunities. Develop industry and key partner relationships. Mentor members through industry experience and connections, and leverage the entrepreneurial and business community to create new opportunities and support channels. Work closely with Director of Food Innovation to cultivate robust and innovative service offerings.
 - Community Programming – Work closely with Director of Food Innovation, to ensure Findlay Kitchen is making a positive social impact through development of effective programming. Special emphasis should be given to low income, minority, women, immigrant and refugee communities.
 - Meticulous tracking and reporting of program data.
- Relationship Management and Outreach
 - Participate in outreach activities in the local community; nurture existing and seek out new relationships with partner agencies and outreach partners.
 - Identify fundraising prospects, and assist Director, Food Innovation District in crafting fundraising campaigns.
 - Work with Director, Food Innovation, and Marketing Co-Op, to facilitate outreach efforts and oversee communication strategy for the organization, ensuring timely execution and on-point messaging, including social media, printed communication materials, etc.



Values, Skills, Knowledge and Abilities:

- Demonstrated ability to recruit, train and manage and supervise a team
- Skill and experience in program development and execution, coordinating activities, evaluating data and establishing priorities
- Minimum 3+ years professional kitchen experience
- Highly organized with excellent time and space management skills
- Demonstrated ability and desire 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, software, and online platforms (Google apps, social media, etc)
- Demonstrated ability to work independently, multi-task and excel 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 evening and weekends
- Ability to lift 50+ lbs.

Application information

- To apply, please send resume and cover letter to info@findlaymarket.org, with subject line: Findlay Kitchen Incubator Manager Application
- The deadline to apply is Friday, December 15, 2017
- For questions, please email info@findlaymarket.org or call 513-744-8003