



Job Title: Culinary Program Manager
FLSA Status: Exempt / Full-time
Supervisor: Apprenticeship Director

Mission

BEST's mission is to provide individuals with the education, skills, and training to excel in the hospitality industry and in their personal lives. We do this through a variety of services that include job-specific skills training programs and access to educational courses (ESOL, computers, skills certifications), all of which are supported by career and academic coaching. BEST's partnerships include UNITE HERE Local 26 (the hotel and restaurant workers' union), 40+ hospitality employers, government and private foundations, and community organizations.

Job Summary

At BEST we strive to create a diverse work culture that closely matches the diversity of those we serve. We seek applicants from all backgrounds to ensure we get the best, most creative talent on our team.

In this job you will:

- Manage the culinary program, including overall responsibility of:
 - Marketing, Outreach, and Recruitment
 - Intake and Assessment
 - Curriculum Development and Training Delivery
 - Career Coaching, Job Placement, and Job Retention
 - Data management, Reporting, and Contractual Compliance
- Supervise culinary program staff, with a mutual goal of serving BEST's culinary job seeker clients and partner employers.
- Work closely with BEST staff and partners to ensure wrap-around services are provided.
- Establish and maintain consistent contact with culinary program clients to ensure prompt and effective service delivery.
- Work closely with BEST staff and partner employers to understand labor market trends, job requirements, and hotel brands.
- Collect, review, and manage the safe-keeping of client documents.
- Be responsible for contractual compliance and program outcomes.

- Participate in team meetings and professional development training as required.
- Support colleagues working in other programs. Lend a hand as needed.

All BEST staff members:

- Accurately capture and enter client and service delivery data into our Salesforce database in a timely manner.
- Develop strong working relationships with colleagues and external partners, and participate in meetings to foster these relationships.
- Communicate effectively with colleagues, clients, and partners.

Is this opportunity right for you? We are looking for people who:

- Demonstrate respect for and experience with bridging differences in language, culture, race, religion, citizenship, gender, and sexual orientation and do not discriminate on the basis of income, immigration status, or disability.
- Have experience in the hospitality industry and specifically in a culinary role.
- Certified/willing to become certified in ServSafe® Food Handler and MA Allergens, and as a ServSafe® Instructor and Registered Proctor.
- Have teaching/training experience.
- Have experience working in a multi-partnership model.
- Understand and follow confidentiality practices regarding clients and colleagues.
- Have outstanding customer service and problem-solving skills.
- Have advanced English language skills, both spoken and written.
- Have strong organizational skills, the ability to work independently, and multitask in a fast-paced environment.
- Have strong tech skills and are comfortable using and/or learning how to use technology applications and platforms.
- Are able and willing to work in a hybrid work environment. Staff members are expected to attend in-person program/organization events and internal/external meetings as required.

Bonus if you:

- Have experience in workforce development.
- Have experience working within a labor/management partnership.
- Have experience using a database.

- Speak a second language.

Salary and Benefits

BEST offers competitive salaries, 100% employer-paid benefits, and a real commitment to work/life balance. Benefits-eligible employees receive paid time off (vacation, personal, sick, and thirteen holidays) and a monthly cell phone allowance. Our benefits include healthcare, pension, Delta Dental, Davis Vision, an employee assistance plan, life insurance, short-term disability, accidental death and dismemberment insurance, legal services, and a first-time homebuyer loan. In addition, we offer a non-matching 401K plan managed through ADP. There is a waiting period before employees are eligible to access benefits. Salary range for this position is \$68K-\$75K annually.

MA residency is required. Please send your resume and letter of interest to:
GetInvolved@BESThtc.org

BEST Hospitality Training is fully committed to providing opportunities that promote diversity, growth, and a professional work environment. We are an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, religious creed, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran or active military status, marital status, national origin/ethnicity, citizenship or immigration status, or any other protected characteristic as outlined by federal, state, or local laws.

The health and safety of our employees is a top priority, and the ability to work in a safe office environment goes hand in hand with that value. To that end, BEST requires that employees are vaccinated and fully boosted against COVID-19. New hires must be able to attest to and/or provide proof of vaccination as a condition of employment, subject to reasonable accommodation as required by law.