CommonWealth Kitchen
Food Entrepreneurship Program Manager
September 2020

CommonWealth Kitchen is looking for a dynamic, detail-oriented project manager with excellent communication skills, and a passion for inclusive entrepreneurship and equitable food systems to help manage our food business development programs and meet our mission of building a new food economy grounded in racial, social, and economic justice.

**Position Overview**

CWK’s Entrepreneurship Program Manager works with the Entrepreneurship Program Director and Director of Business Development to provide day-to-day management and implementation of our core food business education and support work. The Program Manager oversees recruitment of new food businesses, onboarding these businesses, and organizing business education and training program, and events to support our diverse community of food trucks, caterers, bakers, and product companies.

The Entrepreneurship Program Manager also engages a growing network of graduates, mentors, restaurant partners, and other industry advisors to support each other and strengthen the ecosystem of diverse food businesses in the Boston area. As the organization shifts and grows, the Program Manager will integrate new initiatives into our program structure, recruit for those initiatives, track progress and impact, and make sure that everything is communicated clearly with member companies.

**Primary Responsibilities**

- **Member Business Recruitment:** Develop and maintain a robust pipeline of mission-aligned food businesses for CWK’s shared-use kitchens and educational programming.
  
  Manage the recruitment process for entrepreneurs launching their food companies at CommonWealth Kitchen’s facility in Dorchester
  
  - Develop partnerships and build strong networks with local community and business groups, attend/represent CWK at community and related events, manage recruitment and application process, maintain database on recruitment work, follow up with potential applicants.
  
  - Plan and execute regular informational sessions and tours
  
  - Manage and ensure timely response to all informational requests and inquiries from prospective members
  
  - Provide targeted recruitment as needed for particular types of businesses, such as food trucks or companies looking to work overnight.
• Provide public presentations with introductory information on CWK’s programs and food business start-up work as part of the pipeline development and recruitment strategy.

• Help run the application processes for CWK’s other programs, including a rotating pop-up kiosk in Kendall Square, our business Cultivate Small Business, and other new programs launching in 2021.

• **Intake + Onboarding:** Manage the CWK member application review and approval process and onboarding process for members.
  
  o Coordinate application review and approval process, including documenting consistency with core selection criteria.
  
  o Manage the intake and on-boarding process for new members, including orientation to CWK member policies, CWK facility, CWK mission and values, and how membership programs work at CWK. Coordinate this work with CWK facilities team.

• **Educational and Business Training Programs:** Manage intake and implementation of select business educational programs at CWK. Coordinate with technical assistance providers, consultants, and other CWK staff to smoothly implement programs, collect feedback and evaluation and track impact data. Communicate with members about program applications and opportunities.
  
  o **Incubation Program** - Coordinate with the CWK Kitchen Team to connect member businesses to support and coaching on topics such as food safety, product testing, recipe formulation, and permitting. Assist new members on business formation, insurance, etc.
  
  o **Food Biz 101** - Coordinate and run CWK’s introductory class Food Biz 101 1-2 times per year as a core element of the new member pipeline and recruitment strategy.
  
  o **Cultivate Small Business** - Assist with recruitment of food businesses and managing operations as part of CWK’s role in Santander’s Cultivate Small Business program. Provide additional staff support for the program as needed, including coordination with mentors and coaches, review of participant work submissions, and supporting field trips and events.
  
  o **Network Support** - Coordinate regular public webinars, classes, and other educational programming to support and engage the broader food business community, including members, graduates, and past participants in CWK programs.
  
  o **Access to markets** - Coordinate with the Director of Business Development to identify members for specific opportunities and help members get the support they need to take advantage of the opportunity.
• **Ecosystem Building + Member Engagement:**
  - Moderate and manage a network listserv (Boston Local Food Biz listserv), ensuring content is beneficial and consistent, and tone is in keeping with community values, and participation is active and inclusive of diverse voices.
  - Plan and coordinate events to strengthen community culture and member networks
  - Launch, moderate, and contribute content to the Member Slack channels, ensuring connections made and valuable content shared.

• **Data Tracking**
  - Collect and input all data of member business statistics, program outputs

• With the Director of Entrepreneurship, develop and manage to annual work plan and budget

• Other duties as assigned at the discretion of the Director of Entrepreneurship.

Subject matter outlined above is subject to change based on strategy shifts during and post-COVID. The core functions of program management, recruitment, evaluation and data collection remain the same.

**Qualifications**
This is a position for an individual who loves helping others, understands food business and has the organizational focus, communication skills, empathy, and attention to detail necessary to manage systems and processes to support many different businesses while meeting each entrepreneur where they are.

• You can explain just about anything to anyone, and you are comfortable communicating in writing and verbally. You value honest and clear communication.
• Understanding or capacity to learn the Boston food scene and the city/state/federal regulatory environment for food businesses
• 3 years business ownership experience or other experience with early-stage businesses
• Self-starter, willing to jump in and figure things out.
• Ability to work in a collaborative environment while maintaining a strong sense of ownership of work and a commitment to quality and results.
• Comfortable juggling multiple projects and do not easily get overwhelmed by competing priorities.
• You are well organized, have excellent attention to detail, and follow up consistently.
• You genuinely love people and have a strong track record of building diverse networks.
• You are patient, flexible, and have a good sense of humor
• Ability to work with people from many different cultural and socio-economic backgrounds and has high emotional intelligence
• You are comfortable and excited to work in an organization that places racial and economic justice at the center of our work. You have a deep personal commitment to CWK’s mission around racial, social and economic justice.
• Strong working knowledge of G Suite (google apps) and MS Office, experience with Salesforce or other CRM's, task/project management software and Slack experience preferred

We are committed to creating an equitable and just community inside and outside of our kitchen. And we deeply believe that a diverse staff makes us a more successful organization. We encourage applications from women, people of color, and immigrants. CWK is a CORI-friendly employer.

Compensation
Salary will be commensurate with experience, but expected to be in the range from $55,000 - $65,000/year.

About CommonWealth Kitchen
CommonWealth Kitchen
At CommonWealth Kitchen, we are on a mission to build a new food economy grounded in racial, social and economic justice. We do this by working with entrepreneurs who have historically been left out of ownership and control in the food industry—women, immigrants, and people of color—and provide them with the resources, training, and connections essential for success. Our goal is to build assets and wealth, create jobs with few barriers to entry, and close Boston’s racial wealth gap.

Since 2009, we have served as a launching pad for ambitious but largely under-resourced entrepreneurs to build successful food companies. Today, we work with over 100 emerging food companies each year through our workshops, training, outsourced production, and member companies working out of our shared kitchen.

To apply:
Please fill in your information and attach your resume and cover letter through this form. Applications will be reviewed on a rolling basis.