



Food Hub Manager

ABOUT US

Abbey Gardens is a charitable organization created with a mission to transform a spent gravel pit into a green space dedicated to developing economic, ecological, educational, and recreational growth within our community. Situated in Haliburton County on over 300 acres, Abbey Gardens includes the Food Hub, a retail store specializing in local food and home to the Garden Cafe, various garden projects, scenic trails, an 18-hole disc golf course, installations for energy, sustainability, and land restoration education, a five-acre pony paddock for equine workshops, demonstration hoop houses, beekeeping, and much more. Our site is also home to several partner businesses that share our founding principles, thus creating a true community destination for locals and tourists.

Most importantly, it's a fun place to work with a solid team of passionate, innovative, and dedicated staff members. We'd love to have you join that team!

ABOUT THE ROLE

The Hub Manager is critical to the operation, growth, and success of the Food Hub. They will be responsible for sourcing, researching, and ordering new products that will be profitable and support customer demand in the Hub, while also representing our core values of local economic development and healthy food.

This role will involve a combination of responsibilities on the floor and in the office, as the Hub Manager is responsible for the administrative operations of the store, with a focus on ordering, inventory management, supplier relationships, and stock, while also working downstairs on the floor to provide leadership, implement growth strategies, merchandising, and to ensure day to day operations are efficient.

JOB DETAILS

Floor Primary Responsibilities:

- Ensuring the Food Hub provides a memorable experience for all customers by demonstrating unparalleled customer service, maintaining a clean and organized store front, and developing interesting and engaging merchandising opportunities to appeal to new customers and encourage purchasing
- Maintain store cleanliness: while we have a weekly cleaning service, debris on the floor, dust, spills, etc. are a natural part of the business and the Hub Manager is responsible for keeping the store looking it's best, and ensuring staff understand what that quality looks like
- Developing and implementing seasonal and product specific displays
- Operations of the Garden Café, including product development, market research, product implementation, staff training, and business growth



- Demonstrate strong product knowledge and willingness to learn more as new products are brought in to help deliver customer service. Understand customer needs and meet those needs by introducing new products
- Manage POS system, Salesvu
- Develop and maintain inventory systems for stock
- Contribute to the development of policies for health and safety, staffing and community use
- Work with Operations Director to assess staffing needs and recruit, hire, and train Hub support staff
- Train new floor staff on point of sale operations, customer service, merchandising, loss prevention, company policies, product knowledge, etc.
- Manage work plans of Hub staff and develop monthly schedules, manage time off/vacation requests, etc.
- Monitor staff performance and provide regular feedback to help staff improve; provide consistent expectations on roles and responsibilities of staff in the Hub
- Direct floor team on daily/weekly
- Meet weekly with Stock Manager to report on inventory adjustments, feedback from customers, etc. that would assist in the ordering of products
- Report on floor trends, including customer feedback, traffic, and operational notes at weekly staff meetings
- Collaborate with other staff to be an instrumental part of the overall Abbey Gardens concept and vision
- Inventory and report any low stock to Stock Manager, Kitchen Manager, or restock (Café) depending on area
- Monitor and report any repair and maintenance issues related to the Food Hub

Business Operations Primary Responsibilities:

- Work with Operations Director to strategically market Abbey Gardens and the Food Hub
- Maintain store purchasing and product knowledge of existing products
- Research and test new products that meet the growing needs and interests of our customer base
- Oversee products that come into the Hub via external vendors, the Kitchen, and the Garden, including processing, packaging, and labelling products developed in the kitchen
- Ensuring all products on the floor have accurate stock in the system and the labels are correct, scan correctly at the till, etc.
- Routinely checking pricing on external vendors (i.e. ensuring price increases at the vendor level are updated on the Hub floor and that profit margins are consistent)
- Ensure kitchen products are priced correctly using the recipe calculator
- Inputting newly ordered stock into the inventory
- Weekly inventory of floor, working in connection with floor staff to ensure shelves are stocked, displays are visually appealing, and determine how products are performing



- Checking orders against packing slips, communicating any discrepancies with vendors and AG Finance team, and unpacking orders
- Maintaining organization of Hub storage sea can and ordering supplies for kitchen, café, Hub
- Coordinating pick ups and deliveries with Hub staff to ensure adequate support for receiving large orders
- Report weekly at staff meetings on finances of the Hub, including sales trends, popular products, introduce and test new products, etc.
- Be available to provide product knowledge and answer questions on the floor, particularly during busy periods in the Hub
- Work with floor staff to ensure products in Hub are food safe – i.e. checking expiration dates, quality control, routine checks for when products need to be shifted to Kitchen (and how to allocate for that shift in inventory)
- Supporting Wholesale team to ensure products are available and orders are fulfilled
- Foster local relationships with vendors and negotiate buying agreements with suppliers
- Collaborate with other staff to be an instrumental part of the overall Abbey Gardens concept and vision, support with events, etc.
- Work with the team to strategically market Abbey Gardens and the Food Hub
- Monitor profit margins and cost of goods pricing on goods routinely to ensure Hub remains competitive and profitable

Details:

- This position is a full time (40 hours per week), year round role
- Compensation is \$46,000/year with health, dental, vision, and specialty services benefits
- Start date: ASAP

Please email your resume to Director of Operations, Ashley McAllister at ashley@abbeygardens.ca