

West Side Bazaar Operations Manager Job Description

Position Title: West Side Bazaar Operations Manager

FLSA Status: Full-Time

Starting Salary: \$15/hr plus benefits, incl. health insurance contributions & retirement contributions

Core Program Competencies: Community Development

Supervisor's Title: Community Development Director

Location: Buffalo, NY

Organization Mission: WEDI empowers economically disadvantaged people in Buffalo, with a primary focus on the West Side community.

Websites: www.wedibuffalo.org, www.westsidebazaar.com

Programs Overview:

WEDI fulfills its mission and vision through three core competencies.

- *Economic Development: Low-income individuals and families attain sustainable incomes through business creation and expansion.*
- *Community Development: Entrepreneurs create focused, market-driven, and sustainable destinations that bring people together to create strong, diverse neighborhoods.* WEDI hosts up to 21 businesses in its retail and commercial kitchen space, the West Side Bazaar, and has successfully graduated over 25 small-business owners who grew shops at this incubator. This space not only provides a unique consumer experience in the city's vibrant West Side neighborhood, but it has become a place where people of various backgrounds and cultures can share in food and retail experiences together. The business owners who rent booths at the Bazaar are connected to WEDI's resources and marketing, and receive help from Economic Development Specialists to grow and improve their businesses in a low-risk environment. The merchants support each other and grow together in the communal space while they prepare to move their businesses to independent locations.
- *Education: English language learners acquire comprehension and fluency to attain parity with native English-speaking peers, which in turn promotes high graduation rates, family health, and a strong community.*

Position Summary

The West Side Bazaar's Operations Manager is responsible for running the day-to-day operations of WEDI's small business incubator, with particular focus on complying with regulations and on vendor relations. The Operations Manager must maintain the physical space of the West Side Bazaar in peak condition, from decor to cleanliness to basic maintenance. They will maintain relationships with a range of contractors so that when something needs to be inspected or repaired they can resolve the issue quickly, including health department requirements.

The Operations Manager will be the face of WEDI to the small business owners who rent space at the West Side Bazaar, as well as the customers and partners who enter the space. They will be responsible for ensuring that merchants at the West Side Bazaar are properly trained, conforming to regulations, paying rent on time, providing good customer service, and know where to go to resolve issues they face. The Operations Manager is responsible for all aspects of Passport, the Bazaar's group to-go food service, from ordering to logistics to delivery. They will work with other WEDI staff to meet mission-critical goals.

Key Responsibilities

Daily Operations & Vendor Relations - 50%

- Oversee the daily operations of the West Side Bazaar and address problems as they arise. Act as point person for all Bazaar merchants, customers, contractors, landlords, and partners
- Perform daily audit and improvements of the Bazaar space; enforce Handbook rules consistently
- Hold regular meetings with Bazaar merchants and communicate with merchants about operations, policies, news, and events
- Assist Bazaar merchants while maintaining professional boundaries; foster good working relationships
- Maintain a healthy, positive atmosphere of mutual respect and collaboration among vendors; maintain a welcoming environment for customers in the cafe and for events
- Maintain schedule of inspections and cleanings needed to comply with all laws and health codes, ensuring that the Bazaar is in compliance at all times; arrange for equipment and supplies to be cleaned, maintained, and in good condition; ensure permits are valid and up to date
- Make necessary purchases within budget and plan for future needs
- Supervise Bazaar Assistant Manager, cleaners, and interns
- Perform administrative tasks such as answering Bazaar phone, sorting mail, projecting ambient music, troubleshooting internet connection, etc
- Be on-call for emergencies and special events outside of normal working hours

Passport (group to-go orders) - 25%

- Coordinate all Passport food ordering services (formerly Catering) including ordering, logistics, invoices, and delivery if needed, including supervising the involvement of merchants and contractors

WEDI general - 25%

- Connect the Bazaar to WEDI's other programs through meetings, events, and cross-training
- Work with Economic Development staff to assist businesses with the entrance, incubation, and exit phases of their time at the Bazaar
- Provide information and support to the Expansion Task Force as they plan to expand the Bazaar to a new, bigger location; ensure current Bazaar needs and challenges are communicated
- Comply with grant requirements, including collecting data on Bazaar customers and businesses
- Other duties as assigned

Required Qualifications

- Experience managing others in a kitchen, retail, or office space
- Ability to complete tasks quickly and on schedule; ability to manage multiple projects
- Competent and efficient in Google applications, MS Office, social media, and other internet applications
- Demonstrated problem-solving skills; high accuracy in work and attention to detail
- Experience working with low-income communities and English Language Learners
- Willingness to learn on the job and be flexible

Preferred Qualifications

- Bachelor's degree or equivalent experience
- Experience working in a non-profit, mission-driven organization
- Passionate about empowerment programming that serves diverse, low-income communities

Please send a resume and cover letter to jobs@wedibuffalo.org.