

**Company:** Caffé de Medici Fine Foods Limited

**Title:** Wholesale Operations Manager

**Reports to:** Managing Director

**Job Status:** Regular Full-Time, Salaried

**Location:** Wholesale Office

**Job Description:**

To plan, organize, direct and review the activities and operations the Wholesale Operation Department in keeping with the policies and procedures of the Company including the operations and maintenance of HACCP.

**Responsibilities:**

- Drive the implementation of company programs by motivating and supporting the operations and production teams to develop and implement action plans that meet operational and organizational objectives
- Analyze budget and technical reports; review daily production reports; prepare monthly usage reports for wholesale agencies; research and prepare technical and administrative reports and studies
- Maintain and maximize customer base, seek growth, profitability and market share within the area; promote sales opportunities; develop and facilitate customer and network relationships
- Develop and ensure the principles of HACCP are integrated into all facets of the manufacturing and delivery of products produced by Caffé de Medici; ability to educate and train employees as to the principles and implementation processes of HACCP; ensure all aspects of the implementation of HACCP program are current and all training is accurate
- Hire, train, motivate, and evaluate personnel within the bakery, kitchen and warehouse/delivery areas; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operations of the Department

**Qualifications:**

- Demonstrated understanding of the principles, practices and methods of the operation and maintenance of food and beverage distribution, storage facilities and equipment
- Working knowledge of HACCP and food safety requirements for production in a food processing environment
- Skilled at developing professional account relationships for maximum return on investment. Must be able to work with external customers and adapt to a consultative approach; proven experience in dealing with risk management, shipment delays, client dissatisfaction and employee issues
- Strong leadership background in problem solving quickly and efficiently
- Strong verbal and written communication skills
- Manages with integrity and honesty; ability to establish and maintain positive working relationships with peers, subordinates and customers.
- Works well under pressure and within tight deadlines; ability to remember numerous activities and deadlines through organization and distribution of tasks to appropriate employees.
- Extremely organized and can maintain a multitude of tasks within a short intense period

**Education and Skills:**

- Minimum undergraduate Degree in Food Science, Biological Sciences, or Operations management, or combination of education and relevant experience in the Food Production environment in a supervisory role.
- Minimum experience of 5 years in Food production or Hospitality environment, preferably at least 3 years in supervisory capacity

**Work Condition:**

Food is everything. These simple three words are the heart and soul of Caffé de Medici Fine Foods Ltd. Since 1979, Caffé de Medici has been providing customers with high quality, freshly produced food by using only the best quality and preservative-free ingredients. The kitchen creates a wide variety of delectable panini, wraps, pastas, processed proteins in bulk format and baked goods. The care and attention to preparation exemplifies our commitment to creating a memorable experience at the consumer level.

We are a growing company that provides an atmosphere of creativity and teamwork for our people to not only better themselves, but also make a difference in the communities in which they live. In addition to the great working atmosphere, there is also the opportunity for career development that comes with a growing company. Caffé de Medici offers competitive salaries and a comprehensive benefits package.