320 North Damen Chicago, IL 60612
(312)421-3941
www.industrialcouncil.com

Kitchen Operations Manager (Bilingual)

ABOUT ICNC

The Industrial Council of Nearwest Chicago (ICNC) is a dynamic nonprofit organization dedicated to strengthening and advancing businesses within the Kinzie Industrial Corridor on Chicago's Near West Side. Serving as an essential resource and advocate, ICNC supports hundreds of companies in its community, providing services designed to accelerate growth and foster innovation.

ICNC is the owner and operator of Make City, a thriving small business incubator offering over 416,000 square feet of space and supporting a diverse community of 100 business tenants. Through Make City, ICNC empowers entrepreneurs and businesses of all sizes by providing the resources and collaborative environment necessary to scale and succeed.

Additionally, ICNC is a co-founder of The Hatchery, an industry-leading food and beverage manufacturing incubator devoted to helping entrepreneurs launch and expand their ventures. The Hatchery addresses three fundamental challenges faced by food and beverage companies—access to affordable production space, financing solutions, and a robust support network—all within a single, purpose-built facility.

POSITION DUTIES & RESPONSIBILITIES

The ICNC **Kitchen Operations Manager** is responsible for ensuring smooth day-to-day shared kitchen operations by serving as a resource for shared kitchen tenants, prospective tenants, vendors and partners. This role will build trusted relationships, address concerns, coordinate operational needs, support tenant retention and connect entrepreneurs to ICNC resources. If you're passionate about making an impact in a fast-paced environment, this full-time position could be your next exciting career move. You'll work directly with our Director of Operations to make ICNC's vision come alive!

<u>Tenant Relationships</u>

- **Respond to tenant concerns**, service requests, and operational questions; coordinate solutions and document outcomes
- **Support tenant retention**, lease renewals, move-ins, move-outs, and onboarding activities
- **Connect tenants to ICNC business advising,** financing, workforce, partner, and educational resources
- **Help create a welcoming, collaborative,** and accountable entrepreneurial **community**

<u>Operations and Facility Support</u>

- **Conduct regular facility walkthroughs** and identify maintenance, safety, cleanliness, or tenant-service needs
- **Track operational requests** and ensure timely follow-up with tenants, staff, and vendors
- **Maintain accurate tenant records**, compliance documentation, service-request logs, and operational reports
- **Reinforce facility policies, food-safety expectations,** shared-kitchen procedures, and tenant responsibilities
- **Escalate significant tenant, safety, compliance, or facility concerns** to the Director of Operations

Team Coordination

- **Work closely with the Director of Operations**, kitchen staff, maintenance staff, business advisors, and ICNC leadership
- **Provide regular updates on tenant satisfaction**, retention risks, facility concerns, open work orders, and emerging needs
- **Identify recurring issues and recommend practical improvements** to tenant service, communication, and building operations
- **Assist with special projects** and other Hatchery operations responsibilities as assigned

QUALIFICATIONS

Education and Experience

- **Bachelor's degree** preferred, or **equivalent relevant experience**
- **Three to five years of experience** in operations, tenant relations, customer service, property management, hospitality, entrepreneurship support or a related field
- **Fluency in both Spanish and English** is a **plus** for this role

Technical Skills

- **Proficiency with Microsoft Office, Google Workspace, CRM**, property-management or work-order systems and virtual facilitation platforms
- Must have **Food Managers Certification** including City of Chicago Food Service Sanitation Certificate (or able to obtain within 60 days of employment)

Essential Qualities

- **Strong relationship-building, communication,** customer-service and conflict-resolution skills
- **Highly organized, responsive,** and able to manage multiple priorities in a fast-paced environment
- **Familiarity with commercial kitchens,** food safety, building operations, city licensing or shared-use facilities is a plus
- **Creative problem-solving skills** and innovative thinking
- **Personable, with high energy** and reasonable flexibility while resolving conflicts
- **Self-starter mentality** with demonstrated ability to work independently
- **Ability to prioritize** multiple tasks and meet tight deadlines
- **Experience working with entrepreneurs,** small businesses, tenants, vendors, or community stakeholders preferred
- **Commitment to ICNC's mission of supporting entrepreneurs**, small businesses, and inclusive economic growth

WORKING CONDITIONS

Building environment: this position requires standing and walking on concrete surfaces during daily facility walk throughs

Office environment: ICNC will provide a computer and workspace along with access to all software and systems needed for in-office and remote work. A technology reimbursement will be provided

POSITION STRUCTURE & BENEFITS/INCENTIVES

- This is a full-time, salaried, exempt position; Monday-Friday, work schedule can vary; this position is ineligible to work remotely
- Occasional evening and weekend work required for activities such as special events, seminars or trade shows, with advance notice given
- Starting annual salary range is $52,000-$62,000 commensurate with experience

- Benefit incentives include: Fifteen days PTO and twelve paid holidays, participation in group health insurance plan, simple IRA match, short and long-term disability, life insurance, tuition reimbursement, professional development training, flexible spending accounts and employee assistance program

TO APPLY
Please email current resume to:
jobs@industrialcouncil.com
The subject line must include the position title

ICNC is committed to fostering a diverse, equitable, and inclusive environment for its team, the businesses it supports and the communities in which it works