



North Lawndale Employment Network & Sweet Beginnings, LLC

Employer: Sweet Beginnings, LLC, *the social enterprise of the North Lawndale Employment Network*
Position: Director of Operations
Reports to: Chief Growth Officer
Hire Date: Early July

Who we are:

Sweet Beginnings, LLC, is the premier social enterprise of the North Lawndale Employment Network, a comprehensive workforce development non-profit on Chicago's West Side. Sweet Beginnings is the largest operator of urban apiaries in the Chicago area and is the producer of **beelove®**, raw and natural honey and honey-infused skincare products. Our social purpose is significant. We've provided over 500 transitional production jobs to people who experience barriers to long-term employment, especially those who have been previously incarcerated.

We are seeking a dynamic operational leader, who believes in social impact, to oversee the end-to-end production of our **beelove®** portfolio and lead the operational launch and management of our new community coffee shop. The ideal candidate must be collaborative, systems and detail-oriented, possess leadership skills, and have a passion for training, developing, and improving life outcomes for the clients we serve.

Key Responsibilities:

- Provide leadership on production floor to support a culture of continual improvement that results in the production of remarkable products and in-store café experience.
- Understand and implement procedures that maximize efficiencies in daily operations in order to maintain revenue, profitability, and quality.
- Understand and implement production quality control procedures and standards.
- Coordinate production schedules to meet customer demand.
- Develop procedures for inspecting, troubleshooting, and assessing any equipment problems.
- Lead, as a role model, with integrity and empathy, communicate clear expectations, and consistently hold staff accountable to established performance standards.
- Manage team to produce defined results. Provide timely and effective training, feedback, coaching, mentoring, and performance evaluation to drive excellence.
- Build a team that focuses on working collaboratively and embody North Lawndale Employment Network's values and beliefs.
- Demonstrate leadership in team development.
- Manage company resources responsibly including inventory control.
- Oversight responsibilities include: (initial) daily operations, barista development, production and inventory management, managing supplier and retail partnerships, and distribution.
- Must work in accordance with all health and safety regulations.

The ideal candidate:

Has a four-year college degree in a business, engineering, hospitality management, or hold a certification in project management (PMP) and/or Agile certification.

Has a minimum of five years of experience in operations, production, and logistics. Candidates who have management experience in the hospitality industry, at a coffee roastery, or at a coffee house are encouraged to apply.

Is tech savvy and has experience working with inventory management software systems. Bonus if familiar with DEAR Systems and QuickBooks.

Possesses strong communication, organizational and leadership skills, be enthusiastic and self-motivated, and committed to improving the outcomes of people on their career journey. Has a genuine interest and commitment to working at a social enterprise.

Those interested should submit a cover letter and resume to info@nlen.org.