



Thump Bakery Production Manager

Full Time, Salary (\$50,000-\$54,000 depending on experience)

Location: Thump Roastery and Bakery (549 NW York Drive, Ste. 200, Bend, OR 97703)

Position Purpose

Thump is seeking a production manager for our bakery in Bend, OR. The bakery production manager will lead our bakery team, ensure the bakery is stocked with necessary ingredients and supplies, and create and manage systems related to daily operations.

Position Summary

At Thump, we believe that we can transform lives through the power of our craft. That belief is reflected in this position through ensuring our bakery team is set up for success to create delectable products that can make someone's day.

The bakery at Thump provides baked goods to our Bend cafes and wholesale partners. Thump serves excellently prepared products, so attention to detail and passion for the art of baking are essential in this position. Our vision for the Thump bakery is to produce patisserie that could be found in an esteemed French bakery. We have a menu of products that our fans have grown to know and love, so a commitment to consistency will be crucial in this role.

Schedule Requirements

The Bakery Manager will coordinate with the assistant manager to set the weekly production schedule. Shifts begin between 2:30 AM - 7:00 AM depending on the day's demands.

Benefits

Thump has partnered with LifeExec to provide a variety of benefits for our team. Manager at Thump are eligible for the following programs after being hired:

- A wellness package that includes free telemedicine visits with a doctor and discounts on dental, vision, and pharmaceuticals (this is not a traditional insurance plan).
- A life planning package that includes financial counseling, tax services, identity theft protection, and more.
- A mental health package that includes free virtual therapy visits, alternative medicine discounts, pharmaceutical discounts, and more.

Additionally, after one year of working with Thump team members are eligible to participate in a SIMPLE IRA with up to 3% employer matching contributions.

Our Thump Bakery Manager is committed to the following job functions:

- Complete the daily bake-off according to Thump standards
- Collaborate with the bakery team to ensure product quality is met and maintained:
 - Communicate the standards and their importance to the baking and kitchen team
 - Assist in the completion of written expectations for quality assurance
- Ensure COGS and labor as percentages of revenue are in alignment with company goals



- Maintain accurate and efficient inventory systems and par sheets for the bakery
- Track and submit payroll for the bakery staff
- Manage baking wholesale accounts:
 - Generate and supply invoices; receive payments
 - Adjust standing orders for accounts as needed
 - Sample new products to wholesale accounts; communicate product features
 - Maintain positive relationships with all wholesale accounts
 - Coordinate and oversee wholesale product delivery
- Order baking and brunch menu ingredients:
 - Maintain positive vendor relationships
 - Find and source quality, local, and seasonal products from available vendors
- Manage the weekly bakery production schedule:
 - Pull and print bakery order numbers
 - Communicate pulled numbers with the bakery team
 - Collaborate with the bakery team to create the weekly production schedule
 - Ensure production goals reflect high levels of efficiency
- Hire, lead, and develop the Thump bakers:
 - Interview all potential staff in collaboration with Thump's leadership team
 - Maintain and communicate weekly schedules to staff
 - Complete quarterly check-ins with every team member
 - Lead monthly team meetings
 - Provide regular feedback for team member development
 - Train new team members
- Ensure overarching consistency with Thump's store-to-store standards is maintained:
 - Attend monthly leadership meetings
 - Contribute to the development of new standards on an as-needed basis
 - Ensure successful company-wide changes and product launches with clear communication
 - Utilize Thump's internal communication systems (G Suite and Slack) in a timely manner

Job Requirements:

- Belief that ordinary things can be used for extraordinary good
- Demonstrated success in developing, lead, and rallying a team to achieve consistent and measurable goals
- Experience with the administrative side of leading a team including building a schedule, performing reviews, and submitting payroll (preferred)
- Skilled at giving and receiving all types of feedback
- Active member of and contributor to the Bend community (preferred)
- Demonstrated understanding of system creation and management
- Demonstrated ability to create efficiency in operations
- Excellent written and verbal communication skills
- 1 year minimum of baking experience and are comfortable with laminated dough products
- Valid driver's license for completing wholesale deliveries on as needed basis

Physical Demands

- Standing and/or walking for extended periods of time (most shifts are 8 hours)
- Lifting or carrying baking trays, large bowls, and ingredients



- Pushing and pulling baking racks and carts
- Reaching, bending, and stooping to collect ingredients from a variety of areas
- Keyboarding and sitting in front of a screen to complete administrative tasks
- Gross and fine manipulation for rolling, stirring, folding, and shaping products

THUMP EQUAL OPPORTUNITY STATEMENT

Thump Coffee is committed to providing equal employment opportunities to all persons regardless of race, color, religion, sex, national origin, marital status, disability, injured worker status, age, gender identity, gender expression, or any other characteristics protected by applicable law.

Equal access to programs, services, and employment opportunities are available to all persons without regard to any of the listed protected classes or any other basis protected by federal, state, and/or local law.

Thump welcomes all those looking for a place to belong. It is our goal to make employment decisions based upon merit and fit for the position. Therefore, any deviation from our commitment to equal opportunity and access is inconsistent with our philosophy and will not be tolerated.