



Kitchen General Manager (Part-Time Position)

Company Overview:

LaunchSpace is a nonprofit makerspace and creative community hub based in Orange and Athol, Massachusetts. We provide hands-on access to tools, equipment, studios, and training that help people build creative skills, explore career pathways, and strengthen community connection. Our work includes youth programs, workforce development, entrepreneurship support, and low-barrier creative space for residents across the greater North Quabbin region and beyond.

Pleasant Street Kitchen:

Launch Space and the Town of Athol are renovating the Pleasant Street School into a community food hub, which will, over time, include community gardens, small-scale agriculture, food education, food serving training, meal pick-ups and/or deliveries, business incubation, and other forms of community nutrition programs. Through this all, boost the local food system and connect local producers to all community members.

Position Summary:

The Kitchen General Manager is responsible for the overall operation, organization, and success of the kitchen and related programs. This role balances membership management, facility operations, and program coordination, ensuring a high-quality experience for members, staff, and participants while maintaining safety, efficiency, and operational excellence.

Key Responsibilities

1. Membership Management

Pleasant Street Kitchen's primary revenue stream is its fully licensed commissary kitchen memberships. A key responsibility of this role will be to manage and support the membership base, ensuring members' needs are met while maintaining compliance with all kitchen policies, procedures, and operating standards.

- Serve as the primary point of contact for kitchen members, providing direct communication and daily support

- Manage onboarding and offboarding of members
- Create and maintain staff and kitchen schedules
- Oversee billing processes and resolve member account issues
- Ensure adherence to established standards, protocols, and kitchen policies
- Address and resolve day-to-day issues and urgent operational challenges (“putting out fires”)
- Manage and execute BEOs (Banquet Event Orders) to ensure accurate event preparation and delivery

2. Facility Management

With a busy kitchen operating across multiple programs, strong kitchen management is critical. This role will ensure strict sanitation, consistent adherence to standard operating procedures, and proactive maintenance to maintain a safe, efficient, and compliant environment.

- Oversee kitchen repair and maintenance needs, coordinating with vendors as required
- Ensure all sanitation and cleanliness standards are consistently met
- Manage kitchen supplies, inventory tracking, and storage
- Handle ordering and receiving of all food, equipment, and operational supplies
- Ensure compliance with health, safety, and regulatory requirements
- Maintain organized records related to facility operations and compliance

3. Program Coordinator

As this role evolves into a full-time position, strong program coordination will be essential to achieving revenue goals. Planned programs will be closely integrated with kitchen memberships and daily operations, requiring seamless alignment across all areas.

- Plan, coordinate, and execute kitchen-related events
- Schedule and manage cooking classes
- Organize and oversee camps and special programs
- Collaborate with instructors, staff, and external partners to ensure program success
- Monitor program logistics, timelines, and resource needs

Qualifications

- Proven experience in kitchen management, hospitality, or operations
- Strong organizational and multitasking skills
- Excellent communication and customer service abilities
- Knowledge of food safety, sanitation, and compliance standards
- Experience coordinating events, classes, or programs preferred
- Ability to work independently and solve problems in a fast-paced environment

- Ability to stand for periods of time
 - Ability to lift 50 pounds
 - Ability to pass a CORI background check
 - Must have a valid driver's license
 - Servsafe Manager and Massachusetts Allergen Certifications
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Compensation and Benefits

Reports to: Program & Membership Director

Apply to: Send a cover letter and resume to Brianna Drohen at brianna@launchspace-orange.com.

Compensation: \$25.00-\$28.00 per hour, depending on experience.

This is a new role starting at 10–15 hours per week, with the goal of increasing hours to full-time as earned income and program activity expand.

LaunchSpace is an equal opportunity employer, and we encourage individuals from all backgrounds to apply. We thank all applicants for their interest, but only those selected for an interview will be contacted.

Benefits Overview

All eligible employees may receive the following benefits:

- Health & Dental Insurance for full-time staff
- Paid time off includes vacation time, sick/personal leave, bereavement and national holidays
- Non-matching 401(k) Retirement Plan
- Makerspace Membership
- Community Garden Membership
- YMCA-Orange gym membership pass
- Flexible scheduling to allow staff to prioritize work-life balance.
- \$300 off cell phone expenses for full-time staff, unless approved by the CEO.