Hungry Moose
MARKET & DELI

KITCHEN MANAGER

Lead the Best Lunch in Big Sky

Big Sky, MT (Town Center) | Full-Time, Non-exempt | $24–$28/hr + Tips | Reports to: Production Manager

The Moose Crew strives to create a positive experience for all of our customers and vendors, as well as a positive and fun working environment for our staff.

We are looking for a steady, upbeat Kitchen Manager to lead our Town Center deli. This role is all about leading people, running a smooth daily operation, and turning out consistent, high-quality food for locals and visitors alike.

If you love food, enjoy building and coaching a team, and can keep a busy deli moving, we want to talk to you.

THE ROLE: DELI OPERATIONS

The Kitchen Manager oversees the daily operation of the Town Center deli and works closely with the Production Manager and other department managers to keep the Moose running well.

- Manage labor cost daily and review profit and loss with the Production Manager, tracking costs and revenue.
- Oversee product ordering, ensuring consistency while managing pricing, cost, and waste.
- Keep the deli clean, organized, and running on efficient systems.
- Work with the Production Manager on strategies to increase productivity and grow the department.
- Collaborate with other department managers to solve problems as they arise and meet company goals.

TEAM LEADERSHIP & CUSTOMER SERVICE

- Train new deli team members and guide Shift Leads and staff in their daily duties.
- Build and post the monthly schedule; manage time-off requests, shift exchanges, and time-clock adjustments.
- Coach the team to deliver prompt, friendly, and genuine customer service.
- Resolve customer concerns as they come up, escalating to the Production Manager when needed.
- Handle personnel matters, including coaching and progressive discipline, in coordination with the Production Manager and HR.
- Complete monthly check-ins and seasonal reviews: identify strengths, set skill-development goals, and coach.
- Keep the team motivated with regular encouragement and feedback.

QUALITY, SAFETY & CLEANLINESS

- Ensure compliance with food safety, sanitation, and Health Department regulations.
- Maintain quality control for food handling, labeling, rotation, and safe alcohol service.

- Complete and maintain Food Handler Safety and Alcohol Serving Safety Certifications.
- Follow and reinforce store policies, safety procedures, and security measures.
- Pitch in on cleaning, dishes, trash removal, composting, and recycling as needed.

WHO WE ARE LOOKING FOR

- **A natural leader** — motivates the team, sets the standard, and leads by example on the line.
- **Positive & team-oriented** — stays upbeat under pressure and is willing to step in wherever needed.
- **Detail-oriented** — pays attention to the inner workings of a small grocery and deli.
- **Organized** — keeps tasks, schedules, and spaces in logical order.
- **Flexible & adaptable** — responds well to changing seasons, priorities, and needs.
- **A problem solver** — spots issues, works out the cause, and fixes them.
- **A clear communicator** — communicates professionally and builds a respectful, collaborative workplace.

EXPERIENCE & PERFORMANCE REQUIREMENTS

- 2+ years of experience in a deli, kitchen, or food-service setting, including supervising or leading a team.
- Working knowledge of food safety, ordering, inventory, and labor control.
- Ability to work accurately and make sound decisions with minimal supervision.
- Ability to work a full-time, year-round schedule, including weekends and holidays.
- Ability to complete required food safety and alcohol service certifications.
- Experience with scheduling, cost control, or P&L review is preferred.

PAY, HOUSING & PERKS

- **$24–$28/hour**, depending on experience, plus a share of the tip pool
- **Employee housing:** a single room in shared employee housing is available
- Health insurance group plan options after 60 days (company pays 75% of the premium)
- Matching 401(k) after 1 year (company matches 4%)
- Paid Time Off and Paid Sick Leave
- 35% grocery discount and 20% beer/wine discount at both stores
- Shift meal and a winter recreation benefit

PHYSICAL REQUIREMENTS

- Ability to perform the essential functions of the job with or without reasonable accommodation.
- Ability to work in a busy, moderately noisy environment with multiple conversations and tasks happening at once.
- Prolonged periods of standing, walking, climbing, kneeling, stooping, reaching, and carrying.
- Ability to frequently lift, carry, push, or pull items generally weighing 30–50 pounds.
- Ability to perform repetitive motions that may involve the entire body.
- Ability to move between temperature extremes, including coolers, walk-in freezers, the kitchen, and the outdoors.
- Ability to safely use ladders and step stools.

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position and may be adjusted as operational needs develop.

To Apply:

Please send your **resume and cover letter** to **hr@hungrymoose.com**.

In your cover letter, tell us a little about **why you're interested in leading our deli team**, **what leadership experience and strengths you would bring**, and **why this role feels like a good fit for you.**