



Business Manager – Chakhle Dilli

Job Description-

The Business Manager (BM) plays a critical role at Chakhle Dilli. He is the face of Chakhle Dilli and an ambassador of the brand. The BM is to build relationships with new customers, increase the orders for the Catering Service and the Daily Staff Meals service and to strengthen the relationships with current customers. These relationships will lead to sales growth for Chakhle Dilli, which is an ultimate goal for the BM. As a senior leader in the organisation, the BM will be responsible for developing and executing the marketing plan. The BM is the primary coach to all team members ensuring all clients receive signature Chakhle Dilli service. The BM be in constant contact with the senior leadership team as to what is happening in their scope of work at that time and is responsible overall marketing and customer relations. The BM will be expected set the standard for signature service and therefore must lead by example. To do this, the BM must actively show a passion for service and for the Chakhle Dilli brand. A cheerful attitude accompanied with a desire to get things done makes a great example for all members of your team.

RESPONSIBILITIES-

- Primary development and implementation of the Chakhle Dilli marketing plan
- Increase the client base for the Catering Service and the Daily Staff Meals service
- Overseeing and leading the specific and general duties, in relation to marketing Chakhle Dilli
- Continuously improve and ensure Operational Excellence
- Coaching team members in proper procedures, catering and customer relations
- Ensure everyone is displaying a professional attitude at all times
- Coordinating and updating backend team for effective execution of orders
- MIS reporting & data entry

QUALIFICATIONS & EXPERIENCE-

- Qualification: Bachelor's degree or above, preferably in social marketing
- Required: Strong analytical and marketing skills
- Desirable Experience: 1-2 Years in a social enterprise, hospitality industry or in a similar field
- Working knowledge of all basic computer programs (Microsoft Office, Google Docs)

Other Characteristics:

- Excellent customer service orientation
- Strong communication/written/verbal skills
- Strong interpersonal skills: gets along well with others
- Ability to prioritize
- Organizational skills
- Ability to multi-task
- Detail oriented
- Able to work well independently and in a team environment
- Self-starter who completes tasks without excessive supervision

Chakhle Dilli is the social wing of Butterflies School of Culinary & Catering, which imparts vocational training in culinary and catering to underprivileged youth and equips them with the skills and knowledge to work in any fine dining restaurant or run their own commercial kitchen. You too can do your bit in changing children's lives by working at Chakhle Dilli.

Some of the BENEFITS of working at Chakhle Dilli-

- A Great Place to Work - A job at Chakhle Dilli is more than just a job. At Chakhle Dilli, we consider team members to be more than just employees, they are a highly valued part of Chakhle Dilli.
- Work Directly with the team - The BM is an independent business person, responsible for the promotion & growth of the catering service.
- Competitive Pay - Along with a competitive paycheck, you will work in a nurturing environment where you will learn valuable social marketing and people skills.
