



## Job Posting – Head Baker

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**Job Title**

Head Baker

**Location**

True Grain Bread Courtenay  
455 10<sup>th</sup> Street, Courtenay, BC

**Supervisor Title**

General Manager

**Direct Report(s)**

Production Baker  
Assistant Baker

**Terms**

- Permanent, Full-time (Weekends required)
- 3:00a.m. start time certain days

**About True Grain**

At True Grain Bread, our decision-making and culture are guided by our daily Mission, our company Vision and our core Values.

**TRUE GRAIN VISION**

Imagine a world where:

the craftsmanship of the baker,  
the fragility of our planet,  
the integrity of the organic farmer,  
the strength of community and  
the simplicity of real food  
are valued and nourished.

**Purpose of the Position**

Directly reporting to the General Manager, the Head Baker holds ultimate responsibility for all aspects of the production operation of the bakery including quality control, cost control, baking staff management and baking staff development. The Head Baker must have experience in, and fundamentally understand, the craft of using raw, unprocessed and non-engineered organic grains, nurturing the fermentation process of the starters all the way through to a perfect hand-crafted loaf – every time. Additionally, the Head Baker is responsible for building, training and nurturing a team of Assistant and Production Bakers that can perform this craft well and consistently. This position requires a reliable individual who has strong work ethic and proven leadership skills. This individual must have their Red Seal Certification or equivalent international designation.



<b>Essential Duties &amp; Responsibilities</b>
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Craft Proficiency

- Produce the highest quality of all baked goods, consistently. This includes ‘quality control’ and rejecting any products that are not up to par, and working constructively with the other bakers to correct any deficiencies.
- Troubleshoot any areas where product is not meeting our stringent quality standards
- Foster a culture of, and accept only excellence and pride in, producing the finest organic handcrafted breads and other baked goods
- Demonstrate understanding of the production process from mixing, resting of dough, rounding and impacts on bread quality, look and flavour.
- Run a full production day from mixing to forming to baking, and do so hitting key timelines.
- Oversee ordering of ingredients to maintain a 100% in stock position, and no excessive on hand inventory
- Suggest and implement improvements, additions and deletions to products and product lines, and ideas for seasonal product offerings.
- Foster a culture of improvement and innovation

Customer Service

- Fill in when short-staffed and working long days if necessary to make sure that our production requirements are always met.
- Collaboratively work together with front end staff on matters of product knowledge, product presentation to customers, and production requirements.
- Maintain clear communications between production and retail, especially regarding orders and customer feedback.
- Provide feedback to and communicate with the Manager regarding product display, interaction between front-end staff and customers

Supervisory

- Oversee and manage Production Baker’s and the Assistant Baker’s job performance
- Demonstrating leadership among the bakery team
- Recruit, train, motivate, and demonstrate progressive discipline of production staff continually.
- Schedule production resources to ensure effective use of time & reduce overtime
- Delegate to Production Baker(s) and ensure team can function in your absence
- Coach and train multiple Baking Apprentices in the craft of organic, naturally leavened bread production

Health & Safety

- Run an organized and efficient bakery. Ensure that each ingredient and tool have a designated space; rotate perishables; insist all staff adhere to the guidelines you put in place.
- Maintain the cleanest production area possible, and instil a culture of cleanliness of production areas, ovens, person, and equipment



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- Consistently seek ways to be more effective, efficient, clean, organized and presentable
- Maintain all equipment in good repair and have all the necessary implements and tools necessary for an efficient operation
- Fundamentally understand the Food Safety plan and critical control points. Ensure all staff fully understand the plan, all necessary tracking protocols, and that measurements are logged as per the plan.

### **Educational and Work Experience Requirements**

- Master level certification or European Baker Trade Certification
- Or Red Seal Certificate and equivalent European craft baking expertise
- Foodsafe (BC Specific one day food handling and safety course)
- 5 Years or more handcrafted, scratch, Bread Baking experience
- 5 years pastry craftsmanship experience
- Experience working with and passion for organic ingredients
- Understanding of natural fermentation process, how to manage, troubleshoot and deliver consistent product
- Experience with non-modern wheat flours such as spelt, rye
- Experience in mentoring apprentices.

### **Physical Demands**

- Routinely lift in excess of 20kg (50lb)

### **Compensation**

- \$23 per hour plus overtime opportunities
- Employee Benefits