



Organizational Profile

- Vision* A community where all members are able to meet their food needs.
- Mission* To engage our community in meeting the food needs of northern Toronto by providing dignified food assistance, education, focused advocacy and long-term food solutions.
- About* North York Harvest Food Bank has been the primary food bank in northern Toronto since 1986. Last year we distributed over 2 million pounds of food through our 40 member agencies and 77 community programs, serving over 47,000 individuals.

Position Summary

FoodReach is a social enterprise project of North York Harvest Food Bank (NYHFB). The initiative seeks to combat the rising cost of food and by offering affordable, reliable, and convenient access to quality wholesale-priced produce, dairy, and bread to Toronto's non-profit sector.

As a key member of the North York Harvest FoodReach team, the FoodReach Assistant offers support in e-commerce management, and cultivation and stewardship of current and prospective FoodReach customers. The role will also provide administrative support to the FoodReach team and its initiatives to further the growth of the social enterprise and North York Harvest Food Bank.

Please note, this role is required to work remotely, with up to 10 hours of onsite work per week. These circumstances are subject to change.

Reporting Relationship

The FoodReach Assistant reports to the Social Enterprise Manager, FoodReach

Roles and Responsibilities

- Oversee FoodReach e-commerce store activities
- Main point of contact for customer service support; fielding customer questions and troubleshooting customer issues as they arise
- Liaising with suppliers regarding day-to-day service operations
- Liaising with NYHFB operations team regarding daily deliveries and shipments
- Placing weekly product orders, maintaining shipping and receiving calendar
- Administrative support, including but not limited to, processing invoices, tracking/receiving payments
- Contribute to consistently meeting deadlines and work plan expectations
- Contribute to a positive and successful organizational culture by being an active and conscientious member of the FoodReach, Operations Department and wider NYHFB staff team

The job description provided is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.



Qualifications

- A minimum of 1 year of relevant experience, including administrative support, customer service, or e-commerce experience
- Working knowledge of e-commerce platforms
- Outstanding customer service and relationship management skills
- Outstanding focus and attention to detail along with high degree of accuracy
- Exceptional organizational and planning skills, and the ability to effectively manage multiple projects from conception to completion with tightly prescribed timelines
- Highly effective and clear written and verbal communication skills
- Show initiative and strong capacity for problem solving
- Experience working at multi-stakeholder not-for-profit is considered an asset
- Advanced skills in Microsoft Office and Google applications
- Ability to build and foster reliable work relationships within a diverse work environment
- Experience using Quickbooks or Quickbooks Online is an asset
- Must be legally entitled to work in Canada

North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We recognize a range of lived and work experience as being valuable to our work and encourage interested parties to apply.

Working Conditions

- This role requires the candidate work remotely, with up to 10 hours of onsite work per week**
- The candidate must have access to internet while working remotely
- A laptop for work use will be provided

**Please note, these circumstances are subject to change.

Terms

Full-time, 1-year contract (37.5 hours per week) \$34K-\$41K annual salary, plus benefits.

Apply

Please forward cover letter and resume to Lianne Holland (lianne@northyorkharvest.com) no later than October 5, 2020. Please quote the job title in the subject line. We thank all applicants for their interest, however, only those to be invited for an interview will be contacted.