



Job title: Network Success Coordinator, FoodReach

Department: Operations

Reports to: Social Enterprise Manager, FoodReach

Direct Reports: no direct reports

Position Summary

[FoodReach](#) is a social enterprise project of [North York Harvest Food Bank](#) (NYHFB). FoodReach seeks to enhance the purchasing power of our sector, fostering a long-term food solution, and to fortify community wealth-building by offering affordable, reliable, and convenient access to quality wholesale food essentials to Toronto's non-profit sector through a user-friendly online store.

As a key member of the North York Harvest and FoodReach team, the Network Success Coordinator guides the expansion and stewardship of the FoodReach customer network, the customer success strategy, and oversight of the program's e-commerce platform. 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.

Compensation & Benefits

- This is a full-time, permanent position
- The hiring salary range for this position is \$48,048-\$55,255, commensurate with experience.
- Paid vacation begins at 15 days, increasing 20 days upon the fourth year of employment.
- Other benefits include a comprehensive group benefits plan (health, dental, Life and AD&D insurance) and a defined benefits pension plan.

Responsibilities & Duties

- Guides and implements the expansion and stewardship of the FoodReach customer network
- Guides and implements customer success strategy; optimizes customer experience, improves customer service standards and customer retention
- Guides and implements external communications to FoodReach network in alignment with NYH's mission, vision, and values
- Oversees maintenance and optimization of FoodReach's e-commerce platform
- Liaises with the Procurement & Food Flow Coordinator, Warehouse Manager, and Information Manager regarding outgoing shipments
- Supports project administration, including but not limited to, data tracking, order processing, and reconciling accounts receivable
- Regularly reports service updates and Key Performance Indicators to Social Enterprise Manager
- Mindfully participates in the continuous improvement of FoodReach and NYH's Operations department with respect to customer satisfaction, efficiency, product quality and impact
- Contributes to consistently meeting deadlines and work plan expectations
- Contributes to a positive and successful organizational culture by being an active and conscientious member of FoodReach, the Operations Department, and the wider NYHFB staff team
- Assists periodically with other tasks or special projects as required



Qualifications

Knowledge, Skills, & Abilities

- Outstanding sales, customer service, and relationship management skills
- Highly effective written and verbal communication skills
- Ability to exercise good judgment, problem solving, and flexibility in response to changing situations and needs
- Outstanding attention to detail and exceptional organizational skills
- Advanced computer skills (Excel, Wordpress, Gsuite, Quickbooks, data entry, e-commerce platforms)
- Ability to build and foster reliable working relationships within a diverse work environment
- Ability to work well with minimal supervision
- Knowledge of poverty, food security issues and social services in Toronto is an asset
- Knowledge of anti-oppression principles is an asset
- Must be legally entitled to work in Canada

Experience

- 1-2 years of relevant experience, including sales, customer service, community engagement, and agency relations
- Experience working in the food sector is an asset
- Experience working at a multi-stakeholder not-for-profit is considered an asset

Working Conditions

- Office location - 116 Industry Street, Toronto
- Physical environment - home office, head office and warehouse
- This role requires the candidate work both onsite and remotely, with a minimum of 15 hours of onsite work per week in an open office environment - please note: these conditions may be subject to change
- To work remotely, the incumbent must have access to stable internet and a cell phone
- A laptop, and any other necessary resources and equipment to work remotely, will be loaned to the employee for the duration of their employment
- In order to work on site, incumbent must be willing to follow NYH's Covid-19 protocol at the time
- The employee may be asked to work evenings and weekends, as required
- NYHFB believes that disconnecting from work is an important tool in sustaining a good work-life balance, whether working at a NYHFB worksite or remotely

Physical and Sensory Demands

- Extended periods of desk work
- Engaging in repetitive and/or precise hand/finger movements
- Regularly required to speak on the phone
- Strong attention to detail
- Proficient operation of various equipment, including computers and office devices (e.g., photocopier, telephony, etc.)
- Occasional walking, reaching and lifting less than 30 lbs may be required



How to Apply

All interested candidates should submit a cover letter and resume to Lianne Holland, Social Enterprise Manager at lianne@northyorkharvest.com by Friday, March 1, 2024. Applicants must be legally eligible to work in Canada.

NYHFB is committed to employment equity and encourages applicants from equity-seeking/equity-deserving groups. We recognize that lived experience is as valuable as formal education and as such encourage members of the NYHFB community to apply (employees, volunteers, community partners, and/or clients). We strive for a workplace that reflects the diversity of the community we serve and in which we live. NYHFB has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance. Information received related to accommodation requests will be treated with confidentiality. We welcome all applicants; however only those invited for an interview will be contacted.