



**Job title:** Network Success Coordinator, FoodReach

**Department:** Operations

**Reports to:** Senior Manager, Social Enterprise & Community Wealth

**Direct Reports:** no direct reports

### **Position Summary**

[FoodReach](#) is a social enterprise project of [North York Harvest Food Bank](#) (NYHFB). FoodReach is an alternative food supplier, enhancing the purchasing power of our sector, fostering a long-term food solution, and to fortify community wealth-building. We offer 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 and the customer success strategy. The role will also provide project coordination and 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 \$50,731-\$59,684, 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 by fostering strong relationships through active communication, including a supportive onboarding process and regular check-ins
- Fields and responds to questions or concerns regarding the FoodReach platform and service, enhancing customer experience, and improving customer service standards and customer retention
- Leads project administration, including but not limited to data tracking, order processing, ensures all customer files are up-to-date including contact lists, customer profiles, and progress tracking
- Collaborates with the operations team regarding outgoing shipments and process improvements
- Guides and implements external communications to FoodReach network in alignment with NYH's mission, vision, and values
- Collaborates with the NYH Community Engagement team to provide additional supports and resources to the FoodReach customer network
- Regularly reports service updates and Key Performance Indicators to the Senior Manager, Social Enterprise & Community Wealth
- 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, and other duties as assigned



## **Qualifications**

### *Knowledge, Skills, & Abilities*

- Outstanding relationship management, customer service, and sales 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
- Outstanding 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*

- 2-4 years of relevant experience, including community engagement or agency relations, customer service or sales, and administration or project coordination
- 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 - head office, warehouse, home office
- This position is full-time (37.5 hours per week), with the option to work from home on occasion - please note: these conditions may be subject to change
- To work remotely, the incumbent must have access to stable internet
- A laptop and cellphone, and any other necessary resources and equipment to work remotely, will be loaned to the employee for the duration of their employment
- 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, Senior Manager of Social Enterprise & Community Wealth at [lianne@northyorkharvest.com](mailto:lianne@northyorkharvest.com) by Friday, April 4, 2025. Interviews will be conducted on a rolling basis. 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.