Job title: Social Enterprise Assistant, 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). The initiative seeks to combat the rising cost of food 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 FoodReach team, the Social Enterprise 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.

Responsibilities & Duties

Customer Service

- Operate as main point of contact for customer service support; inquiries, fielding customer questions and troubleshooting customer issues as they arise
- Collaborate with the Social Enterprise Coordinator regarding customer care, inventory status, and purchase orders
- Liaise with Warehouse Manager and Information Manager regarding daily deliveries and shipments
- Liaise with suppliers regarding day-to-day service operations

Data & Administration

- Collaborate with the Social Enterprise Coordinator in the upkeep of FoodReach's e-commerce platform
- Support project administration, including but not limited to, data tracking, processing orders, tracking and receiving payments
- Regularly report service updates and Key Performance Indicators to Social Enterprise Manager

Other

- 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 FoodReach, the Operations Department, and the wider NYHFB staff team
- Assist periodically with other tasks or special projects as required

Qualifications

- Outstanding customer service and relationship management skills
- Highly effective written and verbal communication skills
- Thrives in a responsive and adaptable environment with a strong capacity for problem solving
- Outstanding attention to detail and exceptional organizational skills
- Ability to build and foster reliable work relationships within a diverse work environment
- Must be legally entitled to work in Canada

Experience
- A minimum of 1 year of relevant experience, including customer service and administrative support

Knowledge & Technical Skills
- Advanced skills in Microsoft Office and Google applications
- Experience using Quickbooks or Quickbooks Online is an asset
- Working knowledge of e-commerce platforms is an asset
- Knowledge and interest in social impact and food insecurity is an asset
- Experience working at a multi-stakeholder not-for-profit is considered an asset

Working Conditions
- This role requires the candidate work remotely, with up to 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 for work use will be provided
- While onsite, the employee must wear a mask
- Must be vaccinated against Covid-19
- The employee may be asked to work evenings and weekends, as required

Terms
Full-time (37.5 hrs/week), 3 -year contract with opportunity for extension
$34,506-$40,595 annual salary range, plus vacation and benefits.

Apply
Please forward cover letter and resume to Lianne Holland (lianne@northyorkharvest.com) no later than July 15, 2022. Please quote the job title in the subject line. We thank all applicants for their interest, however, only those invited for an interview will be contacted.

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.