

Title: Warehouse and Home Delivery Coordinator

Reports to: Manager of Emergency Food Services

Full Time Commitment – salaried role with group insurance and GRRSP provisions.

Salary: \$40,000- \$45,000

Position Summary: The Warehouse and Home Delivery Coordinator will assist with day-to-day service of food programs including Food Bank, Warehouse and Home Delivery and research projects as designated by Manager, Emergency Food Services. The ideal candidate will provide support to Emergency Food Services manager and volunteers with inventory, shelf stocking, sorting, receiving, organizing and cleanup. This position involves working in the service of clients at risk, receiving donations from donors, and supporting a team environment and working independently, and assisting staff driver with pick-ups and deliveries. They will offer compassionate support to our clients, work with volunteers daily and possess physical stamina (lifting 25-50 lbs.) to fulfil the role. This role abides by Neighbour to Neighbour policies, procedures, confidentiality guidelines and code of conduct.

Key Role Responsibilities

Warehousing and Program Support

- Fill in for any volunteer gap positions (runner, receiver, sorter, greeter, packer)
- Manage the implementation of client boxes ensuring quantities for each food bank shift
- Review inventory in consultation with Manager of Emergency Food Services
- Serves as warehouse coordinator in unloading and loading food donations and serve as driver assistant as needed
- Serves in reception during receptionist's absence
- Fills in as warehouse main contact during Manager of Emergency Food Services' absence

Home Delivery Program

- Manages Home Delivery (HD) Program including Intake, delivery scheduling for HD per month (monthly check-in with clients) and monthly client check-ins and addressing client needs/requests and inquiries
- Manages HD packers and the volunteer drivers
- Supervision of HD client boxes (ensures lists are available for volunteers)
- Inputs L2F Data for HD Clients

Participate as a Department/team member

- Role model professional behaviour and positive communication with participants, volunteers, and partners
- Participate in client survey and specified data projects as directed by Manager of Emergency Food Services

Qualifications, Education (minimum required/desired) and Experience

- Post-secondary degree or diploma in social services or equivalent
- Experience with community/social services sector through work or volunteer experience
- Food Bank/warehousing knowledge
- Experience with problem-solving, customer service and flexibility in daily duties
- Attention to detail
- Physical stamina to lift up to 50 lbs.
- Compassion and understanding for those in need and commitment to diversity, equity and inclusion

To apply for this position, please send your cover letter and resume via email to resumes@n2ncentre.com by March 15, 2023. Please note "Warehouse and Home Delivery Coordinator" in the subject header.

Neighbour to Neighbour Centre is committed to employment equity and encourages applicants from equity seeking groups. We regret that only those applicants being considered will be contacted.

Employer's Message on COVID-19

Neighbour 2 Neighbour is providing essential services to our community during the COVID-19 pandemic. We adhere to all Provincial orders to protect the health and safety of staff, volunteers and participants.