



We are currently seeking the ideal candidate to fill the position of:

Administrative and Customer Service Representative

Please note Interested applicants must be registered with Miziwe Biik Aboriginal Employment and Services to be eligible for this position.

At FoodShare, we advocate for food justice by supporting community-based food initiatives and through ongoing advocacy and public education. Our vision is a Toronto where all people can feed themselves, their loved ones and their communities with dignity and joy.

Main Tasks:

The Administrative and Customer Service Representative will support both FoodShare's Supportive Partnership Platform and Social Enterprise teams by conducting various administrative and customer-service related activities. The Administrative and Customer Service Representative will be the first point of contact for many of FoodShare's stakeholders when they have an inquiry.

Duties include (but are not limited to):

- Supportive Partnership Platform Administrative Support (50%)
- Assist in reviewing expense reports and program budgets of SPP groups
- Assist in community evaluation of Good Food Markets including disseminating surveys, supporting focus groups, and data entry
- Assist core team members in planning and organizing logistics for community trainings, meetings and events, with stakeholders and community residents related to the project onsite and in community
- Support grassroots groups on our Supportive Partnerships Platform in organizing, planning, and attending their online events
- Document weekly activities and tracking relevant information
- Prepare SPP monthly newsletter to share resources and success stories across SPP groups
- Social Enterprise Support (50%)
- Answer all phone and email inquiries related to social enterprise activities and redirect calls and messages as required in a timely manner.
- Ensure accuracy of data in the Good Food Box's ecommerce platform.



- Liaise with the warehouse and delivery team as required to troubleshoot customers' delivery issues.
- Participate in FoodShare staff and team meetings
- Handle other duties as assigned.

Required Qualifications, Knowledge and Experience

- **Interested applicants must be registered with Miziwe Biik Aboriginal Employment and Services to be eligible for this position**
- Interest in community-led food projects and/or neighbourhood-based community organizing
- Commitment to principles of food justice and equity
- Demonstrated ability to work within a diverse community (people of different ages, abilities and cultural backgrounds)
- Data entry and record keeping skills
- Interest in accounting, budget monitoring and evaluation activities
- Effective communication and organizational skills
- Demonstrated ability to work independently and as part of a team
- Familiar with Google Suite
- Self directed, positive attitude with demonstrated passion for FoodShare's mission
- Knowledge of Shopify an asset
- Customer service experience an asset
- Availability to work evenings and weekends

Salary: \$22.08/hour (for 35 hours per week)

Benefits: \$1,000 reimbursement for extended health benefits (prorated based on start date)

Contract Type: Fixed Term Contract

Duration: 11 month contract - Start date to be confirmed with selected candidate (Expected start: April/May)

Reports to: Senior Director

Supervise: Community Action Support Sr. Manager and, Social Enterprise Operations Sr. Manager



Service
Canada

TO APPLY: Please send applications to FoodShare's Human Resource Department - hr@foodshare.net by 5:00pm on May 12, 2021. Please note that only candidates selected to move forward in the hiring process will be contacted.

FoodShare's recruitment process involves the anonymization of all resumes prior to their being screened by the hiring committee. This step removes applicant personal details (names, email, addresses), educational institutions, years of work experience, and personal interests to reduce potential for bias. Please make sure to detail your experience in your resume/ cover letter to ensure the committee has the information they need to assess your qualifications for the role.

Please note:

Thank you for your interest in joining our team!

FoodShare is a food justice organization. This means that we are committed to working to identify and dismantle systemic forms of oppression that cause and perpetuate food security inequities.

Racialized people and others from equity-seeking groups are over-represented in food insecurity and poverty statistics, but are significantly under-represented in community based food organizations. We believe that those most affected by an issue must have access to paid positions in organizations tasked with challenging poverty and food insecurity. FoodShare strives to create a workspace that reflects the diversity of identities and lived experiences that exist within the communities we work alongside.

If you require accommodation when navigating the application process, please contact: hr@foodshare.net.