

JOB POSTING



Operations Lead Hand - Production

Organization: Daily Bread Food Bank

Daily Bread Food Bank works towards long-term solutions to hunger and runs innovative programs to support people on low incomes. Daily Bread distributes fresh and shelf-stable food, as well as fresh-cooked meals to more than 130 member agencies and 170 food programs across Toronto, including food banks and meal programs for shelters and drop-ins. Daily Bread also publishes the influential Who's Hungry Report, an annual survey that provides qualitative and quantitative data and analysis about food and income insecurity in Toronto to all levels of government and sector stakeholders. To learn more about Daily Bread Food Bank, please visit www.dailybread.ca.

Job Title:	Operations Lead Hand - Production
Reporting to:	Manager of Operations
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Terms:	\$22-25 per hour, 35 hours a week Daily Bread offers a competitive employer-paid benefit package after three months and an opportunity to join the Group RRSP plan after one year.

The Position

The Operations Lead Hand - Production is responsible for the overall day-to-day operations on the Production floor. They assume proportionate responsibility and accountability for achievement of company objectives and implementation of strategies.

This position's responsibility includes the daily supervision of both the Operations staff along with the volunteers. They will oversee the regular food sortation, food repackaging, recycling and waste management activities at Daily Bread. As the face of Daily Bread, they must be professional and possess the ability to direct both staff and volunteers while ensuring a positive, enjoyable volunteer experience.

The successful candidate must be a flexible, strategic leader, an outgoing team player who works with a sense of urgency, has a keen eye for detail and takes the initiative to identify and solve problems. As Health and Safety is important within Daily Bread Food Bank, the Operations Lead Hand - Production must take their Health and Safety responsibilities seriously.

Responsibilities

People Management

- Oversees a minimum of two (2) Operations Associates, and engages various volunteers and temporary agencies, to meet the Operations requirements of Daily Bread in an efficient and safe manner.
- On a daily basis; ensure they, along with all other Operations staff, arrive to work clean, well groomed and in the Daily Bread issued uniform.

- Provides feedback to the Manager of Operations regarding staff, agency and/or volunteer personnel recruitment, training, mentoring, retention and disciplinary action.

Production Management

- Maintains daily orderliness, cleanliness & efficiency in the Production hall.
- Working with the Manager of Operations, they must plan, schedule and manage daily sortation activities in terms of workload, availability of human resources, and usage of bar-code scanning technology to assist with inventory visibility, food traceability and food distribution.
- Works to ensure adequate sortation and inventory management of all products whether purchased or donated. Consideration is given to rotating stock to ensure that inventory is handled on a First-In/First-Out (FIFO) or other priority basis.
- Oversees the daily waste and recycling management of the Production area.
- Assists with Daily Bread events and any other duties as assigned by their manager or other Senior staff at Daily Bread Food Bank.

Reporting

- Participate in the annual performance evaluations of the Operations staff members.
- Attends and participates in Operations planning and meetings as required on matters relating to their area of responsibility and/or the organization.
- Assists with the data collection of information to support key performance indicators and report generation as required by the Manager of Operations.
- Works with the Manager of Operations in assessing planned needs and preparation of the annual budget for the Operations department.

Customer Service

- Actively create a team-oriented work environment while providing an exceptional standard of customer service to both internal and external customers stakeholders.
- Greets and orients all volunteers; consisting of educational, corporate, special needs and regular volunteers.
- Responds, as required, to internal and external operational requests (e.g., Volunteer Group Productivity Reports), and including those needing special attention and Operations staff presence (e.g., Food Drives, Trade Shows, other special events).

Process Improvements

- Assists in ensuring departmental processes and policies are followed and supports the Manager of Operations in identifying daily process improvements and/or changes, to increase the level of customer satisfaction, accident prevention, cost reduction and reducing waste.
- Maintains professional and technical knowledge by attending educational workshops, touring external companies, distribution centers and member agencies.

Health & Safety

- Assists in ensuring a safe and healthy work environment for both staff and volunteers.
- Participates in creation and implementation of daily health and safety talks.
- Complies with federal, provincial and local warehousing, material handling, and other requirements (i.e., OH&S, food safety policies and procedures); advising management on needed actions.
- The Operations Lead Hand - Production must immediately report any/all accidents, property damage and/or work-related injuries to their manager and complete all necessary paperwork.

- Must use or wear any protective devices or clothing that Daily Bread requires to be used or worn for safety purposes.

Power Equipment

- Ensures only those trained and certified staff operate Daily Breads power equipment.
- Reports any unauthorized or misuse of company equipment to management.
- Ensures the efficient and safe operation of material handling equipment and facilities usage in accordance with company health and safety policies and procedures.
- Responsible for daily circle checks of the power equipment and daily recharging of pertinent electrical/mechanical equipment.
- The Operations Lead Hand - Production is responsible for notifying the Manager of Operations of any defaults or H&S issues with the power equipment.

Education/Experience (or equivalent)

- Minimum 2 years of employment experience or equivalent outside activity leadership role.
- Working knowledge of MS Word, Excel and Outlook is required.
- Definitely assets:
 - Experience and understanding of not-for-profit organizations.
 - WHMIS and Food Handling certification.

Key Competencies and Skills

- A team player with excellent interpersonal, organizational and communication skills with a focus on customer service.
- Must possess the ability to motivate and lead large groups of people.
- High performance standards, ability to take initiative and is committed to continuous improvement
- Possess the ability to make sound decisions and to carry out initiatives timely and effectively with strong attention to detail and accuracy.
- Strong oral and written communication skills.
- Positive outlook with a history of proven dependability and commitment.
- Must be able to work independently and within tight deadlines.
- Must be physically capable of; standing and walking for extended periods of time, performing manual labour and have the ability to lift a maximum of 50lbs.
- Solid understanding and strong value of health and safety measures within a production environment.
- Flexible to work extra hours where deemed necessary.

How to Apply

To be considered, forward a covering letter stating why you are suitable for the role along with your résumé by **February 4, 2019** to Human Resources – hr@dailybread.ca

*Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview. **Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups.** Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.*