

JOB POSTING

Retail Programs Officer



The Retail Programs Officer is responsible for supporting the onboarding and continued engagement of all Metro banner stores in Daily Bread’s catchment area for the One More Bite back-of-house food rescue program. This position will simultaneously support the food procurement department by engaging new donors and stewarding existing relationships on an operational basis. We are looking for a strategic, innovative, and collaborative team member who can work cross-functionally to support the launch of this important program with Daily Bread’s top retail partner.

Job Title:	Retail Programs Officer
Reporting to:	Manager, Corporate Partnerships
Location:	191 New Toronto Street, Toronto, ON, M8V 2E7
Start date:	Immediately
Salary:	\$60,000 - \$71,000 per year); commensurate with experience
Terms:	35 hours a week / Permanent – Full-time

Retail Donation Programs – 50% of duties

- Under the direction of the Manager Corporate Partnerships, work in close collaboration with Metro Sustainability and Retail Operations teams and other stakeholders to support the expansion of Metro’s One More Bite program under a coordinated deployment plan.
- Work with Metro to develop key performance indicators, such as meals provided, and a variety of food categories donated, for Metro to determine trends and identify growth opportunities.
- Work in collaboration with Metro to utilize and further develop how-to guides, acceptance guidelines, and other materials to be used specifically by Metro stores.
- Work with Metro to maintain and enhance the stewardship program to ensure the long-term sustainability of the One More Bite program.
- Develop and maintain relationships with Metro district managers, store managers, franchise operators, and in-store food rescue teams to champion One More Bite.
- Liaise with Daily Bread Operations team and development team to ensure efficient program delivery.
- Meet with Metro staff both digitally and in person to establish program best practices.
- Identify, investigate, and resolve issues that may arise with program activities, working closely with the customer support team.
- Work closely with Daily Bread transport/operations team to establish regularly scheduled pickups and troubleshoot any logistical obstacles.

- Provide thorough and timely program reporting for internal and external stakeholders to ensure the longevity of the OMB program.

Food Procurement Support – 50%

- Provide administrative support to the food procurement team in areas of Raiser’s Edge and Wireless Warehouse donor database management and housekeeping.
- Attend regularly scheduled weekly meetings with the development team as well as ad-hoc meetings for special projects as they relate to donor outreach and database management.
- Work with the food procurement manager to identify growth areas for food donations by prospecting for new donors, tracking outreach, and follow-ups for lapsed donors.
- Maintain a strong and collaborative working relationship with the operations team as it relates to scheduling pickups, managing inbound products, troubleshooting donation pickups, and supporting the healthy flow of inventory through Daily Bread’s warehouse.
- Monitor the weekly scheduling of public donation pickups and work to ensure a smooth experience for participating grocery stores and fire halls, as well as addressing any operational hurdles to the program.
- Establish a solid working knowledge of food industry donors from farms through to retail.

Who we are looking for:

- You have a natural inclination to build and foster partnerships, leveraging existing ones while establishing new in-roads as a natural people person with a trusting relationship-building approach.
- You are donor and customer focused with a keen eye for improving donor experience and providing feedback on everyday processes and barriers.
- You are building upon a solid base of project management experience, employing a long-term perspective of how to establish and execute a program that will have implications for many stakeholders.
- You are an excellent communicator, you have exceptional communication and diplomacy skills coupled with experience in cross-functional collaboration, partnership building and navigating interpersonal relationships across organizations both internally and externally.
- You are confident in using data to inform decisions and move program development forward, tracking key performance indicators such as donation weights, food categories, and spoilage, and required reporting for internal and external stakeholders.
- Experience working in a client-facing role within the food industry and/or retail is an asset.
- Interest in solutions to ending poverty, hunger relief, and food sustainability.
- Able to travel within the GTA and have a valid G class driver’s license.
- Ability to work autonomously and as a member of a team in a fast-paced, high volume, and professional environment while managing multiple competing priorities.

Other Considerations for you:

- Creative, kind, fun, and passionate team culture.

- Active social committee.
- Free daily lunches when on-site at 191 New Toronto St office
- Permanent, full-time position within regular business hours with occasional evening or weekend events for which lieu time can be accrued.
- Funds for professional development, comprehensive benefits plan, and matched group RRSP.

How to Apply

To be considered, applicants must submit a **resume** by **August 19th, 2022** to Human Resources – hr@dailybread.ca. Interviews for the position will be conducted on a rolling basis.

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.

To support Daily Bread's mandatory Covid – 19 vaccination policy, candidates/employees being considered for employment are required to provide proof of vaccination as a condition of employment prior to their start date unless they have been provided with accommodation in accordance with the Human Rights Code.

Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview.