

Quest Outreach Society is looking for a Market Manager in our Surrey location.

If you are an experienced Market Manager with excellent leadership, management, and customer service skills, as well as a passion for food security, then this is the job for you!

About Quest

Quest Outreach Society focuses on the redistribution of quality surplus food through our Not-For-Profit Grocery Market model. Quest operates five grocery markets across the Lower Mainland including Surrey, North Vancouver, Burnaby, East Vancouver, and the Downtown Eastside.

Quest's mission is to:

- a) Reduce Hunger with Dignity
- b) Build Community
- c) Foster Sustainability

Quest Food Exchange collaborates with communities to ensure that our members have access to a dignified shopping experience that includes healthy and affordable grocery items, household items and personal care products.

All individuals and charitable organizations, including children and families, immigrants, refugees, seniors, people with limited financial resources and/or facing economic and social barriers who meet the criteria and qualify for a Quest member card are eligible to shop at a Quest not-for-profit grocery market.

Responsibilities:

Staffing, Training & Recruitment

- Responsible for overall performance of all market employees
- Responsible for OH&S of the grocery market
- Responsible for employee issues in the grocery market escalating issues with HR Manager for conflict resolution
- Responsible for market schedule, vacation and absences
- Responsible for adequate staffing in the market
- Training and supervising staff
- Conducting probationary period evaluations
- Conduct performance reviews of all market employees with support from HR Manager
- Responsible for ensuring that the team works in an effective and productive manner

- Ensuring that Quest's policies are met

Volunteer Supervision

- Training and supervising volunteers
- Ensuring an effective and productive volunteer program
- Resolving conflict in a timely manner
- Ensuring that Quest's volunteer policies are adhered to

Creating and maintaining the food displays

- Sorting and refreshing the produce display daily
- Procuring new produce from the warehouse cooler for display
- Procuring new grocery product from inventoried stock for display
- Arranging, managing, and maintaining the shelf displays
- Creating new presentations and promotional displays

Maintaining the shelf and display stock levels

- Monitor Best Before dates and ensuring food is in excellent condition
- Inspect all packages before stocking and selling to clients
- Tracking the stock levels on the shelves, reducing levels of display stock that is slower moving, replacing with higher demand stock
- Ensure the produce, bread, freezer, fridge, and shelf displays are full and clean
- Arranging the stock in visually appealing and functionally accessible ways
- Tracking overall stock levels and order inventory for the store
- Maintain and refresh the display stock levels as required – ongoing
- Responsible for composting and logging it

Maintaining current pricing and signage


- Report pricing changes to Area Market Manager
- Ensure Quest pricing is followed according to what the Area Market Manager has instructed
- Maintain and create new signage as required

Preparation and cleanliness of the Grocery Market

- Ensure the Grocery Market is free of packaging, boxes, pallets, etc.
- Ensure the Grocery Market is swept, mopped, and clear of debris
- Ensure shopping baskets, bags, and other items for shoppers' convenience are available
- Ensure the area is free of pests, reporting any evidence of pests to Area Market Manager
- Maintaining a daily/weekly sanitization schedule

Customer service

- Greet and welcome all Quest shoppers

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- Facilitate client shopping – explain, show, demonstrate, assist
 - Suggest products, point out specials, promos and sales

Writing daily, weekly & monthly reports

- Banking - daily
- Compost Log- daily/weekly/monthly
- Keep daily log of client transactions, including revenue and partners - daily
- Tally shoppers' totals, provide documentation for payment to Accounting Department - daily
- Maintain database of grocery store activity, produce- daily
- New Client Referrals Log- daily
- Open and Closer Shift log - daily
- Keep a daily log of client comments and feedback that pertain to Quest - weekly
- Track pricing changes - observed in the market and reflected at Quest - weekly
- Track inventory fluctuations, inbound, outbound, condition, etc. - weekly
- Track any challenges or barriers, make suggestions for improvement - weekly
- OH&S Training- monthly
- Volunteer hours- monthly
- Volunteer headcount- monthly

Developing and implementing special promotions

- Present ideas to Management Team for facilitating the promotion of slower moving products
- Develop new ideas for signs, displays and product presentation - present to Management Team
- Carry out approved initiatives, implement display changes, promo displays, etc.

Overall Supervision of Quest's Grocery Markets


- Ensuring effective lines of communication with Distribution Centre, other Markets, and office staff


Other Tasks/Assignments

- Willing to undertake special projects as required

Skills and experience:

You MUST have:

1. Marketing/Business Diploma is considered an asset
 2. 3-5 years retail management experience preferably in food industry
 3. Organizational skills
 4. Time management skills
 5. Ability to meet deadlines
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6. Ability to handle stress
 7. Analytical skills
 8. Ability to interact effectively with general public
 9. Ability to work independently
 10. Ability to work as part of a team
 11. Ability to communicate effectively verbally
 12. Ability to make decisions
 13. Ability to accept/take direction
 14. Ability to communicate effectively in writing

The following skills are not required, but would be a big benefit:

- Passion and/or familiarity with issues related to food security, food justice, and food economies

To apply:

- Tell us about your passion for Quest's work in 200 words or less.
- Please provide a *brief* cover letter that shows how you meet the requirements in the 'must have' section (bulleted lists are fine!)
- Provide your resume.
- Provide 2-3 references
- If there are any accommodations that we can provide to make our hiring process more accessible for you, or if you have any ideas for improving our hiring process, please reach out to us. We'd be happy to do our best to set you up for success.

We recognize the importance of a diverse workforce and encourage applications from Indigenous people, women, LGBTQIA+ people, people of colour, and people with disabilities.

This position is based at Surrey Market, #4 – 13890 104th Ave, Surrey, BC V3T 1W9

Compensation:

This is a permanent position with a three-month probation period. Hourly rate: \$20/hr.

Other Benefits:

Quest offers a comprehensive, competitive, extended health benefits package.

Application Deadline: July 31. 2022

