



COORDINATOR, ADMINISTRATION & CLIENT SERVICES

QUEST OUTREACH SOCIETY HEAD OFFICE, 2020 DUNDAS STREET, EAST VANCOUVER

Quest Outreach Society is looking for the newest member of its Senior Leadership Team! As Quest's Coordinator, Administration & Client Services, your role is to support the people who both work for and rely on Quest for access to healthy, affordable food. If supporting a team, organizing for efficiency, and developing innovative and new strategies to streamline operations are your jam, this is the job for you!

About Quest:

Quest Outreach Society exists to disrupt the cycle of poverty through access to healthy and affordable food. By bridging the gap between food banks and traditional grocery stores, Quest provides a grocery experience based on principles of dignity, access, and sustainability. Quest believes in a grocery model that simultaneously supports community while reducing greenhouse gas emissions. A leader in redistribution, we work to actively redirect healthy, good food that would otherwise end up in the landfill and contribute to greenhouse gas emissions. Almost all of Quest's food is donated by local food partners from across British Columbia and delivered across our five Lower Mainland markets at reduced cost to our client communities. Quest's five grocery markets are located in Burnaby, Surrey, North Vancouver, East Vancouver, and the Downtown Eastside.

About you:

You are an experienced project manager who loves to support a team. You celebrate in knowing each team member has the tools and plan they need to achieve their operational goals. You are the first to know what's happening, who needs to be at the table, and where we're going next. You're comfortable with an active inbox and ringing cellphone during working hours, and know how to remain calm, cool and collected in the face of change, challenge and opportunity. You not only live to be organized, you love thinking through how people can work

QUEST
non-profit grocery markets



together more efficiently and with compassion. This includes keeping looped into the latest project management and digital tools that support a business and non-profit organization. Chances are, you're not just the person who has identified and recommended a new approach, you've thought through the process and strategy to imbed it into organizational culture. You are direct and clear in your communications, and it shows in how you talk and how you write. And, ultimately, you will sleep well at night knowing you've worked hard to help make our communities more food secure.

Responsibilities:

Under the leadership of Quest's Executive Director, Quest's Coordinator, Administration & Client Services will support the application of the organization's guiding operating principles:

1. Take care of our people.
2. Get the right product at the right time to our clients.
3. Create safe and beautiful spaces.
4. Recognize our supporters.
5. Be recognized as a leading expert in food security.

This position is responsible for Quest's Administration and Client Service functions including but not limited to:

Administration & Internal People Management:

- Help to develop and support the adoption and integration of strategies, tactics, and tools that imbed project management principles across Quest operations
- Lead team meetings with a demonstrated comfort and experienced approach to agenda development, priority setting, and time management
- Support Quest's senior management team with the onboarding and offboarding of new and exiting employees, as well as performance reviews
- Execute and support tactics behind an annual Employee Engagement Strategy
- Oversee Digital Functions of the organization including cyber security requirements and efficient communications: flag risks, raise concerns and make recommendations



- Engage and direct consultants and/or contractors brought on to support Quest's operations including accounting, corporate secretary, design, social media, website, communications, and SEO support
- Engage and work with Quest's Senior accounting team to support monthly requirements and reporting as needed
- Ensure proper and timely administration of Employee benefit and LTD programming, as well as Worksafe BC requirements
- In concert with the Executive Director, support legal functions, insurance requirements, and other compliance and regulatory matters as they arise
- Work with the Executive Director and Board of Directors to support annual AGM and regular governance functions

Client Services & External Support

- Act as the first touch-point, ambassador, and voice of Quest when external partners, stakeholders, clients and referring agencies connect with us
- Manage oversight and ongoing monitoring of Quest's client referral processes, ensuring Quest clients are successfully connected to markets
- Plan and coordinate regular communication across referring and partner agencies
- Support Senior Management with ongoing external communications between donors, food partners and public supporters as needed
- Represent Quest, from time to time, in public and partner spaces upholding our Mission, Vision, and impact across BC's Lower Mainland

Special Projects

From time to time, special projects and/or campaigns may arise that require project management. Quest's Coordinator will be expected to take the lead as Project Manager on these projects and campaigns.



Required Skills and experience:

- 5+ years in a professional that required significant project management and/or people management
- Post-secondary education and/or training that supports the skills and expertise required for the role
- Exceptional organization and time management skills (we're talking above and beyond expectations)
- Significant digital fluency and comfort with tools that support modern operations
- Excellent communication and writing skills
- Superb attention to detail
- A team player with strong interpersonal skills
- Ability to work well under pressure and timelines
- Solid understanding of the Microsoft digital suite of tools

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

- Experience building reports with Microsoft Power BI
- Accounting Experience
- HR Experience
- Passion and/or familiarity with issues related to food security, food justice, and food economies

Compensation & Commitment

The annual salary for this role is \$75,000. This is a full-time position with Quest. This role also includes a competitive benefits package and four weeks paid vacation.

This position is based at Quest Head Office, 2020 Dundas Street in Vancouver, BC. Quest is open to a flexible/hybrid work from home arrangement when required and approved by the Executive Director, in writing. Quest's Coordinator, Administration & Client Services, may also be expected to visit with community partners, food partners and our market locations as needed, from time to time.

Proposed Start Date: Tuesday, January 3, 2023



To apply:

Please include the following in an email with the subject heading: "Quest Coordinator, Administration & Client Services" to Executive Director Theodora Lamb at tlamb@questoutreach.org.

Please Include:

- A cover letter outlining your interest in the organization and how your professional experience supports the requirements of the role
- Your resume
- Be ready to provide a minimum of two professional references upon request

If there are any accommodations 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, LGBTQ2A+, people of colour, and people with disabilities.

Thank you to everyone who chooses to apply. Only candidates selected for interviews will be contacted by Quest.

Application Deadline: Noon, Thursday, December 1, 2022