



Manager, Warehouse & Distribution

Location: Quest Outreach Society, 2020 Dundas Street, East Vancouver
(In-Person)

Hours: 40 hours/week

Term: Permanent, Full-time

Compensation: \$72,000 - \$75,000 annually

Start Date: October, 2025

The Opportunity

Quest Outreach Society is looking for the newest member of its Senior Management Team: Manager, Warehouse & Distribution.

About You: You are an experienced, innovative problem-solver with proven ability to uphold exceptional standards in operations, efficiency, and warehouse logistics. You know how to manage a team and foster a supportive and motivating environment for your team members who manage and execute mission-critical work from food donation pick-ups and fleet maintenance to market deliveries and cold storage maintenance. Your ability to follow-through and prioritize the needs of the organization, your team, and communications across a diverse network of food partners further highlights your ability to execute at the highest standard while holding lightly the constant flow of incoming activity. You understand the importance of focused and essential reporting based on accurate data and receipting. You tackle problem solving and new challenges with tremendous optimism and you're also not afraid to speak up when the challenges require further team input and thinking. Your leadership style emphasizes collaboration, accountability, and a commitment to both improving operational efficiency and the working environment for team members. And, ultimately, you will sleep well at night knowing you've worked hard to help make our communities more food secure.

About Quest: Quest Outreach Society exists to break cycles of food insecurity by increasing access to healthy, affordable food. By bridging the gap between food banks and grocery stores, Quest provides a shopping experience for those in need based on principles of dignity, access and sustainability.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



Role Summary: The **Manager, Warehouse & Distribution**, is a key operational role and member of Quest's Senior Management Team. This leader is responsible for ensuring millions of pounds in food donations flow safely and efficiently through Quest's Warehouse and Distribution Centre each year. Reporting to the Executive Director, this role oversees warehouse operations, inventory management, fleet and logistics, and team leadership. The manager builds strong operational systems, leads staff and volunteers, and ensures compliance with health and safety standards while advancing Quest's mission to reduce food waste and strengthen community food security.

Key Responsibilities:

Systems, Strategy & Reporting

- Work closely as a member of Quest's senior leadership team to innovate and implement solutions, improvements, greater efficiency, systems and controls, reporting, and new ways of working that ultimately lead to strengthened cost recovery results, client services and food programming at Quest.
- Work to hit organizational key performance indicators and goals as they relate to Quest strategy, mission, and vision.
- Work alongside Quest's Manager of Market & Food Programming to ensure pricing is applied to all food and products moving through distribution in a consistent and timely manner, ensuring Quest's pricing policy and other standard operating practices are applied.
- Partner with Quest's Manager of Market & Food Programming and Market Managers to provide equitable product mix, manage pallet building accordingly, and ensure timely deliveries to Quest's markets.
- Build and maintain strong relationships with suppliers, donors, and partners to secure ongoing food donations while managing scheduled communications with new and returning food partners.
- Manage and maintain accurate monthly reporting that tracks food donations across vendors and categories.
- Participate in organizational projects and initiatives as required and alongside the Quest Senior Management Team.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



Operations

- Lead daily warehouse and fleet operations, ensuring food donations are picked up, sorted, and distributed efficiently across Quest markets and programming ensuring cold chain protocols are maintained.
- Optimize routing, scheduling, and logistics to maximize partner donations while minimizing costs and waste.
- Identify and introduce changes, as required, to routes and schedules that further optimize Quest operations.
- Manage and maintain all distribution communications including the monitoring and upkeeping of Quest's distribution email and phone.
- Maintain accurate, real-time inventory and donation tracking systems in coordination with the Accounting Team and Senior Management Team.
- Work closely with Quest's General Manager to develop and maintain Standard Operating Practices (SOPs) that direct/outline protocols and procedures relevant to warehouse, fleet and distribution operations.
- Oversee warehouse and fleet (truck) maintenance, safety, and compliance with all Health Authority and Occupational Health and Safety (OH&S) standards including electric pallet jack, forklift, food safety and other required certifications.
- Raise and address concerns, risks and opportunities regarding all warehouse related equipment including coolers, freezers, pallet jacks, forklifts, trucks and other capital equipment items.
- Ensure the warehouse is equipped daily to operate safely and efficiently, including attention to supplies and material orders.
- Coordinate and assume responsibility for ordering supplies for both warehouse and head office, at the same time.
- Oversee budget assigned to warehouse-related programming and operations.
- Monitor and ensure protocols regarding cleaning schedules are adhered to and policies regarding food recalls are followed.
- Ensure quality control across all inbound and outbound food, applying Quest's pricing and food quality policies consistently.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



- Manage disposal and composting systems along with related communications to minimize waste and environmental impact.
- Serve on the Occupational Health & Safety Committee and contribute to developing and implementing safety initiatives in the warehouse and across the organization.

Team & Volunteer Management

- Work closely with Quest's Manager of People & Culture to support warehouse employee performance and help manage any conflict that may arise as it relates to the team.
- Supervise warehouse employees and support recruitment, scheduling, training, certification, leave requests and performance management.
- Solicit feedback, input and insight from all members of the warehouse team to improve operations and efficiencies.
- Lead weekly team meetings to review progress, share updates, and engage in team-building activities.
- Communicate with Quest's Manager of People & Culture and Payroll regarding all payroll matters, including timekeeping, leave, and compensation.
- Foster a positive, safe, and accountable work environment built on teamwork, communication, and continuous improvement.
- Oversee warehouse volunteers, ensuring effective coordination, training, and recognition of their contributions.

Qualifications:

Required

- 3+ years of experience in warehouse, logistics, food retail or distribution management.
- Comfort in developing and maintaining accurate reporting on an on-going basis.
- Knowledge of inventory control, shipping and receiving processes, and warehouse operations.
- Proficient in warehouse management systems (WMS) and Microsoft Office Suite, particularly Excel.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186

QUEST

non-profit grocery markets

- Exceptional communication with problem-solving skills and the ability to adapt under pressure and innovate through barriers and challenges that may arise.
- Proven ability to lead, coach, and motivate teams in a fast-paced environment.
- Interest in working with a high-functioning, high performing team committed to food security.
- Strong knowledge of food safety regulations and best practices in warehouse operations.
- An all-round positive attitude about working in food and operations is a huge bonus!

Assets

- Post-secondary education or training in logistics, operations, or a related field.
- Food Safe Level 1 certification.
- Knowledge of CFIA labeling requirements (“best before” dates, expiry dates, nutrition labeling).
- Understanding local food systems, sustainability practices including waste management, and food security issues.
- Experience with safety protocols and compliance, including OH&S standards.
- Electric pallet jack certification.
- Class 5 driver’s license.

Compensation & Commitment:

This is a full-time, on-site position based on-site at 2020 Dundas Street. Compensation and total rewards include annual compensation between \$72,000 and \$75,000 (dependent on experience). Additionally, the successful candidate will participate in a generous, comprehensive benefits plan and receive three weeks paid vacation each year.

Quest will provide the phone and computer that supports this role.

Proposed Start Date: October, 2025

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



How To Apply:

Please send an email with the subjecting heading: “Quest Warehouse & Distribution Manager” to Quest’s Manager of People & Culture, Diana Pemberton, at hr@questoutreach.org and include the following:

- A cover letter
- Your resume

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

If there are any accommodations we can provide to make our hiring process more accessible, or if you have ideas for improving our hiring process, please reach out to us directly. We'd be happy to do our best to set you up for success.

Application Deadline: Sept 19, 2025

After You Apply:

We appreciate the time, consideration and effort of all applicants. Only individuals selected for an interview will be contacted. Qualified candidates who submit their application ahead of the deadline may be contacted sooner for an initial interview.

Thank you for your interest in working with Quest!

Quest Outreach Society

2020 Dundas Street
Vancouver, BC, V5L 1J4
questoutreach.org
(604) 602-0186