



HASTINGS MARKET SAFETY SUPERVISOR

Quest Outreach Society, 637 East Hastings Street, Vancouver

Quest Outreach Society is looking for the newest member of our Grocery Market Team. As Market Safety Officer at Quest Outreach Society, you will help serve Quest Client Communities and support Grocery Market activities. Your primary responsibility is to safeguard Quest's property and help keep people safe. Being visible at all times is critical to the job, as is remaining attentive. If you're a safety-focused, compassionate, patient individual, and have a passion for community service, then this is the job for you!

About You

You are a proactive leader with a strong commitment to safety and security in a community-focused environment. With a keen eye for risk management and compliance, you ensure a safe, welcoming space for team members, volunteers, and clients. Your ability to lead safety procedures, respond to incidents, and implement best practices helps create secure and safe spaces.

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 four grocery markets are located in Burnaby, North Vancouver, East Vancouver and the Downtown Eastside.

Reporting to the Hastings Market Manager, the Market Safety Officer is responsible for:

Client Service & Market Safety Management

- Welcome all Quest clients upon arrival in a professional and friendly manner.
- Verify client cards to grant entry to the market.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



- Address client concerns and resolve issues when possible; alert management on issues that need further follow-up.
- Stay informed about daily market activities, available products and client needs.
- Regulate client flow to maintain a safe and organized environment.
- Monitor surroundings to identify and prevent potential safety or security risks.
- Respond efficiently to issues and maintain order, especially during busy periods.
- Stay engaged and informed about community services and resources that may support Quest clients.
- Ensure all security-related equipment and supplies are properly maintained and functional.

Risk Management & Emergency Procedures

- Implement and uphold Quest's Safe Spaces Policy and standard security protocols.
- Exercise sound judgment and apply de-escalation techniques during safety incidents.
- Protect clients' property and personal belongings while ensuring overall site safety.
- Act as a resource for team members and clients regarding security-related concerns.
- Implement loss prevention strategies to minimize inventory shrinkage and financial loss.
- Detect, report and address all security-related incidents (e.g., thefts, disturbances, hazards) in line with Quest's policies and recommend improvements where applicable.
- Identify and assess potential security risks and implement preventive measures to reduce threats.
- Respond promptly to alarms, emergencies, and incidents, taking appropriate action to mitigate risk.

Other Tasks/Assignments:

- Participate in training and workshop opportunities as required and directed by Quest Senior Management.
- Undertake additional safety- and security-related tasks as assigned.

Required Skills and Experience:

- High School Diploma
- 2+ years previous experience in safety and security
- Approach all situations and individuals with compassion, patience, understanding and flexibility.
- Work collaboratively as part of a team, demonstrating strong interpersonal and problem-solving skills with a safety-focused mindset.
- Take direction well while showing initiative and sound judgment.
- Strong knowledge of security protocols, procedures, and surveillance techniques.

Quest Outreach Society

2020 Dundas Street

Vancouver, BC, V5L 1J4

questoutreach.org

(604) 602-0186



- Demonstrate strong observational skills and the ability to de-escalate challenging situations calmly and effectively.
- Communicate clearly and professionally in English, both verbally and in writing; ability to prepare detailed incident reports that may be used in legal proceedings if required.
- Interact confidently with team members, clients, members of the public and emergency services.
- Maintain the physical ability to stand or walk for the duration of a shift (up to 8 hours).
- Respond confidently and take the lead in emergency situations involving trauma, aggression, intoxication, or exposure to bodily fluids.
- Remain vigilant in identifying and reporting irregularities, including security breaches, safety hazards, or facility concerns.

Nice-to-Haves:

- Certification in CPR, First Aid or other relevant safety certifications
- Certification or training in De-escalation and Drug Overdose Prevention (e.g., naloxone administration) is considered an asset.

Compensation & Commitment:

This is a full-time position based at our Non-Profit Grocery Market located in the Downtown Eastside (637 E Hastings Street).

Regular shifts run from 9:00 pm to 6:00 pm, with a one-hour unpaid break.

Mondays and Saturdays are fixed scheduled workdays, with remaining days scheduled based on operational needs.

The hourly wage range proposed for this role is between \$21 - \$24 depending on previous experience and qualifications.

To Apply:

Please include the following in an email with the subject heading: "Quest Market Safety Officer" to Quest's Manager, People & Culture, Diana Pemberton at hr@questoutreach.org.

- A cover letter
- Your resume

Quest Outreach Society

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



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: October 27, 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