MARKET CLERK (North & East Vancouver)

Quest Outreach Society is looking for the newest member of our Grocery Market Team. As a Market Clerk at Quest Outreach Society, you will help serve Quest Client Communities and support Grocery Market activities. If you're a creative and driven individual, and carry a passion for food security, then 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 four 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 Market Manager, the Market Clerk is responsible for:

Customer Service:

- Greet and welcome all Quest clients
- Facilitate client shopping: explain, show, demonstrate, assist
- Suggest products, point out specials, bring attention to promotions and sales

Financial Transactions:

- Tally shopper totals, receive money and make accurate change
- Complete documentation, give receipts and provide documentation for payment
- Understand Quest policies and procedures for each type of payment the Market accepts
- Submit daily transactions, money and documentation

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Preparation and Cleanliness of Grocery Market:

- Ensure Market is free of packaging, boxes, pallets etc.
- Ensure produce, bread, freezer, fridge and shelf displays are full and clean
- Ensure Market is swept, mopped and clear of debris
- Ensure shopping baskets, bags and other items are available
- Ensure Market is free of pests, reporting any evidence of activity to the Market Manager

Create and Maintain Food Displays:

- Sort and refresh the produce display daily
- Arrange and maintain display shelves

Maintain Stock and Display Stock Levels:

- Arrange stock in visually appealing, functional and accessible ways
- Maintain and refresh the display stock levels as required

Maintain Current Pricing and Signage:

- Ensure Quest pricing is followed as directed by the Market Manager
- Maintain clear market signage
- Create new signage as required

Other Tasks/Assignments:

- Participate in training and workshop opportunities as required and directed by Quest Senior Management
- Willing to undertake special projects as required

Required Skills and Experience:

- Understand Quest's non-profit grocery market model
- A team player with excellent interpersonal skills and an ability to interact effectively with the general public
- Takes direction well and shows initiative
- Excellent time management skills with analytical and decision making abilities
- Able to lift 25 lbs repeatedly

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Nice-to-Have-But-Not-Required

- Post-secondary education or training that supports the skills and expertise required
- Previous experience in the grocery or retail sector

Compensation & Commitment

This position is based across our non-profit grocery markets in North Vancouver, East Vancouver and the Downtown Eastside. The successful candidate must be flexible and available to work shifts at different locations as required.

The hourly wage is $19.25.

Application Deadline: October 23, 2026

To apply:

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

- Your resume
- In your email describe your experience and interest in working with Quest

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.

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!

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