

Marketplace Manager

Company: Regeneration Outreach Community

Contact Person: Ted Brown

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Location/Address:

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Position Description

Regeneration is a community where every person is valued, loved, and empowered to thrive with dignity and hope — where hunger, loneliness, and despair are met with compassion, care, and belonging. Guided by our core values of love, integrity, hope, and hospitality, Regeneration Outreach Community provides essential care, compassionate support, and pathways toward stability for individuals experiencing homelessness, poverty, and social isolation in Brampton.

The Marketplace Manager will provide oversight to the Regeneration Marketplace (food bank). This will include building relationships with guests, volunteers and partners, overseeing the day to day operation of the program and supporting guests when needed. This is a permanent, full time position, and reports to the Director of Operations.

Marketplace Manager Responsibilities

- Will develop and implement standard operating procedures for operations and ensure that standard operating procedures are adhered to by staff and volunteers
- Ensure implementation and adherence to health & safety procedures at all times including meeting or exceeding all Food Safety Standards.

- In coordination with the Logistics Manager, ensure the Marketplace is stocked with inventory for distribution, as well as identify needed items for the Marketplace that can be targeted for promotions, food drives, etc.
- Purchase necessary items for the Marketplace from approved vendors when budget allows.
- Ensure guest profiles are kept up-to-date using database, collect relevant information and inform new guests of the guidelines of the program
- Oversee and assist with the planning and implementation of program enhancements
- Responsible for upkeep, efficiencies and cleanliness of warehouse and surroundings.
- Oversee and coordinate on-site food bank service delivery ensuring adequate service standards are met.
- Maintain and model appropriate personal boundaries with guests and volunteers and refrain from involvement with the personal affairs of guests or other business that may constitute a conflict of interest
- Maintain positive relationships with service providers, guests, volunteers, staff and supporters
- Serve guests at Marketplace with a friendly, courteous and positive demeanor
- Communicate effectively with team members and volunteers
- Manage Marketplace staff and volunteers including: training, delegating and empowering
- Record necessary data
- Other duties as assigned

A successful candidate will exhibit:

- The ability to remain calm and poised in urgent situations
- The ability to identify issues and implement creative and strategic solutions to overcome problems
- Strong formal and informal leadership skills
- The experience and passion for building strong volunteer and staff teams
- Competency with using technology and software tools and the willingness to implement new tools for service delivery

Qualifications:

- 5+ years of experience working in the Social Service Field
- Social Service Work diploma or equivalent
- G Class Drivers License
- Food Handler Certification is an asset
- Experience in food banks is an asset
- Experience overseeing volunteers is an asset

Reports to: Director of Operations