

NADA.

Job Title: Food Enjoyment Manager

Position Type: Full-time

Start Date: Mid-October 2018

Passionate about the zero waste movement, food systems, and sustainability issues? Want to have a real impact through your work, while reducing food waste? Love chatting with people and sharing your knowledge of local foods? Nada has opened its flagship retail store and is looking for a food and beverage superstar to join our team! This is a full-time position with a focus on café & snack bar management, while implementing best practices regarding food waste and supporting a more just food system. As a certified B-Corp and 1% for the Planet member, Nada is committed to both environmentally and socially responsible business practices.

About Us

We're not your average grocery store! Nada is a package-free grocer on a mission to cultivate a better world by inspiring people to change the way they shop for groceries. We envision an unpackaged future: a lighter world that values a food system free of excess and waste to support the health of both people and planet. Tackling the largest problems in the food system today, Nada offers 100% package-free groceries. We ask our customers to #BYOC (bring your own container) to reduce packaging waste and encourage them to buy only what they need. We deliver the next step to a healthier food system, from sourcing organic veggies from urban farms to making sure that surplus food ends up in the hands of those who need it the most. We're all about community and are supporting Vancouver's Greenest City 2020 Action Plan, Healthy City Strategy, and Vancouver Food Strategy goals. Welcome to the food system revolution!

About the Position

This role covers a broad set of responsibilities related to opening a new zero waste café within Nada that aims to reduce the impact of our current food system on the environment, including offering package-free foods and working with suppliers to reduce unnecessary waste across the supply chain. You are the person with the business and communication skills to turn any situation into a positive one. You are a foodie at heart and have passion for supporting local food systems. You are knowledgeable about Nada's products and proud of our sourcing. You're able to communicate the value in supporting local and sustainable food options and can make a mean meal out of whole foods! In addition to standard café management duties, this is a creative role where you will support in recipe development and food prep to turn fruits and veggies destined for compost into tasty treats and snacks. If making

pesto out of carrot tops, stock out of veggie scraps, or soup out of wilted greens gets you excited, this is the job for you!

This is a full-time hourly position. You will play a key role in shaping the growth path of an innovative local food business and you will have a unique opportunity to get your hands dirty and gain a wealth of experience in café management. Working at Nada is an opportunity to be immersed in a dynamic and entrepreneurial environment and to learn from other social entrepreneurs, industry mentors, and peers. The successful candidate must be passionate about local food systems and social entrepreneurship and keen to make an impact in this space.

Scope of Work

The Food Enjoyment Manager will engage in all aspects of café set up and management including scheduling, cash, opening/closing duties, health & safety, training, surplus food reporting, etc., along with various business development and marketing activities related to the café & snack bar. The selected candidate will manage and support all café & snack bar staff to ensure smooth operations, while maintaining high standards of both food quality and customer service. All Nada team members are expected to support Nada's zero-waste goals and initiatives, adhere to all Vancouver Coastal Health regulations, and to provide exceptional customer service by going above and beyond. As Nada is a start-up, the successful candidate must be prepared to work in a dynamic and entrepreneurial environment.

Specific responsibilities include:

- Managing the café & snack bar team, supporting training, and supporting them in providing an awesome customer service experience with efficient service; helping to build and sustain building high-performance team with minimum turnover
- Managing the café and ensuring that staff take required breaks, are following procedures, and following all health and safety protocols
- Managing all café & snack bar cash outs, bank deposits, ordering, emails, etc.
- Assisting in food preparation, recipe development, and surplus food protocols; be able to show off our unique foods and product offerings
- Delegating tasks accordingly; when it's slow get things done and when it's busy maintain a fully functioning café & snack bar
- Making a mean coffee, smoothie, and providing excellent customer service
- Keep tabs on the café & snack bar appearance and vibe to help create a community of customers that make Nada their regular destination for both coffee and groceries
- Keeping deli, display cases, and other product displays clean, well-stocked and properly rotated
- Consistently models and communicates Nada's mission and values

Desired Qualifications & Skills

- Previous experience as a café or assistant manager with barista and local/seasonal food prep experience preferred
- Exceptional customer service and people skills; demonstrated ability to engage and wow customers and suppliers, understands the importance of going above and beyond to make clients happy
- Food knowledge and comprehension of food storage, handling, and safety considerations
- Self-driven and motivated to take initiative, troubleshoot, solve problems and make improvements; team-player with excellent interpersonal skills
- Excellent verbal and written communication skills; adaptability to a fast-paced environment is key
- Fluent in Google suite, POS systems, and ability to learn new technical programs quickly
- Passionate and curious about zero waste concepts, local food systems, and good food!
- Must be able to lift 50 pounds, be on feet for up to 8 hrs/day
- Foodsafe Level 1 preferred
- Available to work a flexible schedule including early mornings, nights, weekends, and holidays as needed

Salary & Compensation

This is a full-time position with 20% staff discount on all groceries. Hours ranging from 40-50 hours/week at \$14.50/hr to start, increasing to \$15.00/hr after probationary period.

Training Plan

- Onboarding program with bi-weekly check-ins and quarterly performance reviews
- Introduction to Nada's Employee Manual, Health & Safety policies, Be a Hero (Anti-Harassment) policies, and Mental Health Guide
- Training in project management and productivity tools as required including Google Drive, Trello, and Slack

Additional professional development opportunities include:

- Opportunity to work in a thriving startup ecosystem with associated peer and mentor network
- Networking with changemakers in Vancouver's food and entrepreneurship sectors
- Opportunities to attend conferences, training programs, networking events, etc. as required
- Opportunities to participate in key stakeholder meetings, including with suppliers, distributors, and community partners
- Dynamic work environment including flexible scheduling, showers, and bike room

Limitations

- Applicants must be a Canadian citizen, permanent resident or person on whom refugee status has been confirmed, and legally entitled to work in Canada.

How to Apply

Please send a resume and one-page cover letter to hello@nadagrocery.com with “Food Enjoyment Officer” in the subject line. In your email or cover letter, we’d also love to hear about the craziest thing you’ve done in the name of zero waste, sustainability, or the environment – along with your favourite recipe and why! The deadline for submissions is Friday, September 28th at 5:00 PM PST. Applications will be assessed on a rolling basis, and we will contact all candidates by Friday, October 12th to notify you on the status of your application.

Nada is committed to inclusion and diversity within its community and welcomes all applicants including but not limited to: Aboriginal peoples, visible minorities, all religions and ethnicities, persons with disabilities, LGBTQ persons, and all others who may contribute to the further diversification of ideas. If you require special accommodations at any stage of the recruitment process, please indicate this in your cover letter.