

NADA.

Job Title: Package-Free Grocery Superhero

Position Type: Part-time or Full-time

Start Date: ASAP

Passionate about the zero waste movement, food systems, or sustainability issues? Want to have a real impact through your work? Love chatting with people and sharing your knowledge of sustainable living? Nada is opening its retail storefront and we're looking for sustainability superstars to join our team! This is a full-time position in retail food service, with both front-of-house and back-of-house customer & food service responsibilities.

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

As we open our first permanent retail location, Nada is looking for friendly, passionate, values-driven people to join our retail team. The candidate will work out of our Mount Pleasant retail location at Fraser & Broadway. The key responsibility of this role is customer service in a unique, fast-paced, sustainability-minded retail environment, with attention to keeping our customers excited and engaged while having exceptional knowledge of the details and practices involved in our store and our products. The candidate will report to and be supported by Brianne Miller and Alison Carr. There is opportunity in this role to grow in both depth of responsibility and breadth of scope.

This position can be full or part-time, as mutually agreed upon, with at least one shift, likely two, scheduled on weekends. Working directly with senior management, 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 sales and operations. 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

As Nada is a start-up, the successful candidate must be prepared to work in a dynamic and entrepreneurial environment. In addition to customer relations, sales, and health & safety, the candidate will also support ongoing Nada community outreach and marketing initiatives, as required.

Specific responsibilities include:

- Front of house & cashier responsibilities
 - Greet customers in a polite and friendly manner
 - Provide excellent customer service, addressing the needs and requests of customers in a timely and effective manner; going above and beyond to make sure that customers walk out the door happy and wanting to return
 - Assist customers in understanding and following our five-step customer process: prepare containers, weigh containers, fill containers, check-out, feel good
 - Help customers find products, and respond to questions about our products, sourcing, and social and environmental commitments
 - Dispense potentially hazardous foods (PHFs) in customer containers, using established food-safe guidelines
 - Follow designated procedures for customer check out, including managing the POS, tare deductions, and cash, credit, and debit procedures
 - Maintain a clean, food safe, and organized working environment, including temperature checks on products, sweeping, and cleaning and sanitizing food contact surfaces.
 - Check product logs, refill products using first-in-first-out principles, remove out-of-date or spoiled products; assist with product sampling when needed

- Back of house & cleaning responsibilities
 - Opening and closing duties
 - Assist with deliveries including proper storage, organization, and rotation of products
 - Backroom and inventory management, following established procedures and reporting
 - Stocking, replenishing, and managing a variety of specialty grocery products
 - Wash, rinse, and sanitize dishes, containers, and utensils.
 - Follow and comply with all applicable health and sanitation procedures and adhere to safe work practices.
 - End-of-day responsibilities include cleaning of all food contact and food prep areas, and rotating cleaning of bulk bins

- Additional responsibilities
 - Educating customers about our selection of local, ethically-sourced, package-free products. Be a zero-waste hero!!

- Flexibility in assisting the Nada team with additional tasks as needed. Based on candidate interest and experience, this may include some social media assistance, and/or operational support.
- Support ongoing outreach activities to grow the package-free movement in Vancouver. In the past, these have included workshops, pop-ups, film screenings, zero waste hikes, and zero waste picnics. These events may fall on evenings or weekends.

Desired Qualifications & Skills

- Prior experience in the retail or food-service sectors is expected; Food Safe Level 1 certification or higher is a strong asset
- Exceptional customer service skills – ability to engage and wow customers
- Comfortable working in a fast-paced, high-volume environment
- Self-driven and motivated to take initiative, solve problems, and make improvements
- Team-player with excellent interpersonal skills
- Ability to lift 20-50lbs frequently
- Value growth experiences and making a social impact through community and sustainable food systems
- Passionate and/or curious about zero waste concepts, business models, and lifestyles and a demonstrated interest and knowledge in environmental sustainability issues

Salary & Compensation

This is a part-time or full-time position, with possibility to grow in both scope and responsibility. \$13.85-\$18 per hour (based on relevant experience), plus 20% staff discount on all groceries.

Nada has a myriad of perks & benefits for full-time employees who have been with the company for 6 months or more; these include an unlimited unpaid vacation policy in addition to regular paid vacation, flexible scheduling, wellness days, volunteer time, environmental incentives, health & dental stipend, wellness stipend, skills development, annual performance bonuses, and in-store initiatives such as yoga, team days, and holiday parties.

Training Plan

- Onboarding program with 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 (ability to swap shifts), showers and secure bike room, fragrance-free workplace

How to Apply

Please send a resume and one-page cover letter to hello@nadagrocery.com with “Package-Free Grocery Superhero” 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! Applications will be assessed on a rolling basis, and we will contact all candidates by 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.