

Good Food Centre Lead – Job Description

Hours:

Tuesday: 10:00 or 11:00 AM – 6:00 PM

Wednesday: 1:30 PM – 6:00 PM

Thursday: 1:30 PM – 6:00 PM

Position Summary:

The Good Food Centre Lead supports the daily operations of the GFC by completing member intake, assisting visitors, maintaining a clean and safe environment, and ensuring that shelves are well-stocked. This role plays an essential part in creating a welcoming, respectful, and efficient experience for all GFC members.

Key Responsibilities

GFC member Support & Intake:

- Complete client intake and updates using Link2Feed software.
- Greet members and answer questions regarding services, food selection, and general procedures.
- Provide respectful, inclusive, and trauma-informed customer service.

Facility Maintenance:

- Clean and sanitize work areas, equipment, and high-touch surfaces throughout the shift.
- Ensure the food bank environment remains organized, safe, and welcoming.

Inventory & Stocking:

- Restock shelves and rotate inventory following FIFO (first-in, first-out) guidelines.
- Assist with receiving, sorting, and shelving the weekly food order on Tuesdays.
- Report low-stock items or issues to the supervisor.

General Operations:

- Assist volunteers or other team members as needed.
- Follow all safety, food-handling, and confidentiality policies.

Qualifications:

- Comfortable using computers; ability to learn Link2Feed (training provided).
- Strong communication and customer-service skills.
- Ability to lift and move boxes up to 30–40 lbs occasionally.
- Reliable, punctual, and able to work independently and as part of a team.
- Experience in a food bank or community service setting is an asset but not required.

Work Environment:

This position involves standing for extended periods, regular movement, and occasional lifting. A compassionate, patient, and adaptable attitude is essential to serve members with dignity and respect.