



Orléans-Cumberland Community Resource Centre  
Centre de ressources communautaires Orléans-Cumberland  
240 boul. Centrum Blvd. #105, Orléans, ON K1E 3J4  
613-830-4357 | crcoc.ca

## Bilingual Food Bank Operations Administrator

Full-time – Permanent Positions

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**Hourly Wage:** Ranges from \$26.87 to \$35.52

**Hours:** 5 days/week (35 hours)

**Reporting to:** Program Manager

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### About Orléans-Cumberland Community Resource Centre

Join the Orléans-Cumberland Community Resource Centre (OCCRC) for more than a job! If you're seeking a fulfilling career, look no further than the OCCRC, located on the unceded Algonquin territory of the Anishinaabeg.

#### Here's why you should join us:

**Meaningful Mission:** The OCCRC is more than an organization - we're a community. Our mission is to empower individuals to reach their full potential, offering comprehensive services addressing physical, emotional, social, economic, and psychological needs. Join us to make a real impact on lives.

**Rich Heritage:** Proudly rooted in Orléans-Cumberland, we honour the area's culture while respecting its land. Joining the OCCRC means embracing and celebrating our unique heritage and values.

**Core Values:** Respect, personal connection, diversity, inclusion, and empowerment are our guiding principles. Become part of a supportive, inclusive team where you are valued.

**Professional Growth:** The OCCRC promotes opportunities for growth and development.

**Community-Centered:** Our community's success is ours. Join the OCCRC to engage with the community, form connections, and create a tangible impact.

If you seek a career with a passionate, mission-driven team valuing respect, diversity, and empowerment, consider the OCCRC. Together, we'll build a brighter future.

## Job Summary

The Food Bank Operations Administrator acts as a general resource to volunteers regarding operations at the Food Bank. The Food Bank Operations Administrator is responsible for supporting the Program Manager in ensuring the smooth and efficient day-to-day operation of the food bank while ensuring the interests of individuals attending the food bank and volunteers are served. They are accountable for maintaining the inventory for the food bank and ensuring the stocking of food according to safe food practices.

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## Job-specific responsibilities

- Monitor the inventory, order, and organize the food supplies for the Program.
- Ensure that proper health and safety measures, food safety and hygiene practices are applied, communicated, and followed.
- Monitor the appointment schedule APP, schedule appointments, and provide support in the resolution of scheduling issues.
- Supervise volunteers on-site at the food bank, including coaching, motivating, and guiding them in their duties and escalate issues to the Program Manager as needed.
- Triage issues that arise whether from individuals attending the food bank, volunteers or the public and provide guidance and support or delegate as appropriate, making clear decisions in the best interests of the Centre.
- Ensure standard operating procedures are adhered to in the day-to-day operations of the food bank.
- Ensure clients files are maintained and updated.
- Prepare all documents and statistics related to the food bank.
- Assess individuals' needs in relation to the emergency food program.
- Provide information on the Centre's programs and refer to other resources, when necessary.
- Collaborate with the Centre's Intake workers to implement a common intervention plan between the Food Program and the Intake Program.
- Work with the Intake Workers to ensure that individual files are accurately and appropriately maintained through online databases (Link2Feed and FileMaker).
- Ensure volunteer requirements are confirmed, schedules for all volunteers are created with collaboration with Volunteer Coordinator, and replacement volunteer coverage is confirmed when necessary.
- Coordinate with Volunteer Coordinator when new volunteers are needed by completing Volunteer Request Form.
- Maintain positive relations with grocery stores, corporate donors, and community stakeholders regarding deliveries, pick-ups, product quality, and management of expectations.
- Provide support in the coordination of food drives and ensuring the food bank is ready

for the intake of food.

- Support the implementation of the Christmas program.
  - Seek out opportunities to improve operations, enhance quality services, striving for increased efficiencies and effectiveness. Look to new ways of responding to existing and emerging needs.
  - Acts as back-up when Program Manager is away.
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## Required Experience

- College diploma in social work or equivalent.
  - 2-4 years of relevant experience
  - Knowledge of community resources
  - Great attention to detail and organizational skills
  - Strong interpersonal and communication skills
  - Knowledge of equity, diversity, inclusion and intersectionality
  - Equitable philosophy and non-judgmental attitude
  - Applies an anti-racism lens to programming
  - Demonstrates an ability to identify and serve the needs of diverse communities
  - Demonstrates flexibility, a sense of organization and initiative
  - Proven ability to work independently, in a fast-paced and within a team approach and with volunteers
  - Proven ability to deal with and adapt to change
  - Good computer skills
  - Ability to lift and carry up to 25 lbs.
  - Fluency in French and English
    - Additional language abilities are an asset
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## Application Process

Please send your resume to [Suzanne Wert](mailto:suewert@crcoc.ca) before **8:00 a.m. on June 18, 2024.**

**Address:** Orléans-Cumberland Community Resource Centre  
105-240 Centrum Blvd. Orléans, ON K1E 3J4

**Email:** [suewert@crcoc.ca](mailto:suewert@crcoc.ca)

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## Equal Opportunity Employer

The OCCRC is committed to including equity and diversity in its practice by being responsive to individuals' needs and delivering equitable outcomes for all,

regardless of their indigenous status, race, colour, culture, ethnicity, language/linguistic origins, ability, socio-economic class, age, ancestry, nationality, religion or faith, sex, gender (identity & expression), sexuality, sexual orientation, mental or physical condition, family status, residency/migration status in Canada and all other forms of oppression that a person may experience.

The OCCRC is an equal-opportunity employer that values the diversity of individuals in our programs and services. If you require accommodation at any stage in the selection process, please let us know the nature of the accommodation.

We want to thank all those who have submitted a job application in advance. Only those selected for an interview will be contacted.