

Position: Operations Manager

Office/warehouse Location: 1416 Centre St., Thornhill L4J 8A1

Job Type: M-Th 9-5.30 F 9-2.30

Organization: JRCC Cares (Furniture Depot, Kosher Food Bank)

Report to: JRCC Cares Director

The JRCC Cares is growing and looking for an energetic and organized individual to manage day-to-day operations of reception, office, warehouse, food bank, and furniture donations. The work includes front line work at the reception desk, full responsibility for donors' administration (phone calls, emails, etc.), coordination of delivery and pick-up, and assistance in other administrative tasks.

The role requires a strong sense of organization, punctuality, time management, and sales acumen. It requires physical presence at the facility and availability to be onsite at all hours of operations.

Responsibilities:

Warehouse operations

- Facility: ensure warehouse and facility are open, clean, and functioning
- Food Bank: ensure food donations are accepted, sorted, packed, and delivered
- Furniture Bank: ensure furniture donations are accepted, sorted and cleaned, uploaded to website, and rearranged for client delivery, coordinate and monitor truck time

Donor administration

- Coordinate furniture donations (answer calls/emails, reply to calls/emails)
- Communicate with donors and coordinate payments and tax receipts
- Charge credit cards, debit, cash, and manage payment reports
- Schedule pick-up and delivery time, and coordinate with donors/clients
- Maintain and manage truck schedule timing and capacity, supervising truck team

Reception and office administration

- Direct and monitor entrances to the warehouse for pre-approved personnel (and clients/donors if needed), assist them at the warehouse
- Maintain a complete and organized worklog for donor communication, enter data, maintain records, verify data on the database, and produce reports
- Perform various administrative tasks (file records, produce Word and Excel documents, send and reply to emails, answer phone calls and transfer calls, scan documents, update database, etc.)
- Financial records: maintain accurate and timely records for payments, record and manage petty cash
- Coordinate office and warehouse supply record and purchase
- Produce management report for operations, donations, clients, etc.

Additional tasks

- Assist in outreach calls for furniture donors (stores, retirement homes, etc.) and food donations (stores, restaurants, etc.)
- Assist in fundraising efforts (print letters, maintain records on the database, etc.)

Requirements:

- Fluent high-level English – writing, speaking, reading– a must

- Russian speaking – a must
- Hebrew speaking – a very strong asset
- 3-5 years of experience in office/warehouse management/coordination – a must
- 3-5 years of experience in client service or sales – a very strong asset
- Excellent ability for independent work, time management, and initiative
- Excellent organization, punctuality, attention to details, and patience
- Excellent computer orientation and knowledge: Outlook, Word, Excel, and databases (i.e. Sales Force) – a must

Please send your resume to: jrccfd.hr@jrcc.org

Only relevant candidates will be contacted. No phone calls please.