



Operations Coordinator

Dispatch & Communications

About the Organization:

Good Foot Delivery provides meaningful employment to the neuro-diverse community through a reliable, professional Courier service delivered via public transit and on foot. By providing employment to this population, we are innovatively delivering social change. At Good Foot we know that creating and fostering an inclusive environment is good business!

In addition to employment opportunities, we provide our Couriers personal and professional development opportunities through workshops, projects and social events. Most importantly, we have created a family that celebrates our Couriers and the neuro-diverse community.

About the Role:

Good Foot Delivery is seeking a **full time Operations Coordinator** to support dispatch and communications functions. This role will assist with a variety of marketing initiatives, effectively and efficiently dispatch orders while supporting Couriers on the road, and provide exemplary customer service. This role will also assist with various projects and ad hoc tasks. The ideal candidate will be successful if they are organized, detail oriented and an excellent communicator.

Reporting to: Business Operations Manager

Duties and Responsibilities:

1. Dispatch & Courier Support (55%):

With support from the Business Operations Manager:

- Proactively dispatch orders based on Courier availability, location, and Courier capabilities
- Act as a point of contact for any and all matters that may arise for a Courier while in transit
- Monitor the route and status of all Couriers to ensure delivery by guaranteed times
- Be proactive by troubleshooting and resolving potential delivery and pick-up problems before they result in service issues
- Monitor relevant inboxes to ensure orders have been completed according to organizational standards
- Assist Couriers with troubleshooting issues related to applications and devices used within the organization
- Maintain Courier work records, schedules, tracking of daily events and ensure timesheet summaries are accurately completed

2. Communications (30%):

With support from the Business Operations Manager:

- Assist with various marketing and communications campaigns that increase visibility, brand awareness and customer base
- Coordinate the creation, design, writing and editing of a variety of marketing and media materials.
- Monitor relevant social media activity and metrics



- Prepare digital content designed to increase organizational profile, acquire customers or facilitate fundraising.
- Support the implementation of donor and customer contact management system
- Update digital platforms, including social media channels and the website

3. Admin/Project Support (15%):

- Assist the Management team in a variety of projects and initiatives, spanning over multiple departments
- Work with Office team in day to day coordination of administrative and operational activities to ensure organizational goals are being met
- Other duties as assigned

The above statements are intended to describe the general nature and level of work for the position. They are not intended to be a complete list of all responsibilities, duties, and skills required for this position. Duties and responsibilities may be added or changed as deemed appropriate by management.

Qualifications & Requirements:

- Works well under pressure and in stressful situations
- Strong organizational skills and an ability to multitask in a fast-paced environment
- Ability to work independently, take initiative, and assume responsibility with minimal supervision
- Strong knowledge of the GTA and TTC routes
- Minimum 1 year of experience in a communications or marketing role
- Excellent written and verbal communication skills
- Experience with major social media platforms in a professional context (Facebook, Instagram, LinkedIn)
- Proficiency in various design & marketing tools (Photoshop, Canva, Mailchimp, etc)
- Experience working as part of a small team
 - *Experience working on a team with people with disabilities is an asset*
- Experience with a variety of software and platforms, including Outlook, Asana & Google Workspace (Drive, Sheets, etc.)
- Work or volunteer experience at a social enterprise or in a startup environment is an asset

Position Details:

- Full time; salaried (\$40,000 - \$42,000 commensurate of experience), 35 hours/week
- Contract position until September 29, 2023, with possibility of renewal
- Location: 720 Bathurst St. (Centre for Social Innovation, Annex Location)
 - *This role will be primarily in person*
- Start date: Immediate preferred

To Apply:

Please email ada@goodfootdelivery.com your cover letter and resume in PDF format, and include Operations Coordinator in the subject line. Deadline for applications is Friday, August 19th, 2022

Good Foot is built on values of diversity, equity, and accessibility. Recognizing the unique contributions that individuals from marginalized communities bring to our organization, we encourage applications from people representing the diverse community we serve. Good Foot strives to create a respectful, accessible, and inclusive work environment. If you have any accommodation requests after filling out this application, please include them in your cover letter.