



# Operations Coordinator

## Dispatch & Customer Service

### About the Organization:

Good Foot Delivery is a nonprofit and social enterprise that provides meaningful paid employment to the neurodivergent community through a professional Courier service, with all deliveries completed via public transit and on foot. In addition to employment opportunities, we provide personal and professional skill development opportunities.

Good Foot's employment and training program [Good Foot Forward](#), offers a hybrid learning opportunity for individuals interested in gaining transferable employment skills as well as on the job work experience.

Good Foot is so much more than a job - we are a community that enables every Courier to feel connected, empowered and independent through tailored support, ongoing learning opportunities and social programs.

### About the Role:

Good Foot Delivery is seeking a full time Operations Coordinator who will be primarily responsible for dispatch and customer service. The Operations Coordinator has three primary objectives: effectively and efficiently dispatch orders; support Couriers while they are on the road; and ensure customer needs are fulfilled effectively by providing excellent customer service to ensure long term business growth. In addition to these responsibilities, the Operations Coordinator will support the Business Operations team with ad hoc tasks.

### Duties and Responsibilities:

#### 1. Dispatch & Courier Support (60%)

With support from the Business Operations team:

- Efficiently dispatch orders based on Courier availability, location, and capacity
- Implement strategies to optimize delivery routes, reduce delivery times and enhance overall operational efficiency
- Provide support to Couriers, addressing any challenges that may arise while on the road with a proactive and solution-oriented approach
- Monitor the routes and status of all Couriers, ensuring deliveries meet guaranteed times
- Proactively identify and resolve potential pick up or drop off issues
- Monitor completed orders to ensure they have been delivered according to Good Foot's expectations
- Assist Couriers by troubleshooting issues related to applications and devices used at Good Foot
- Maintain accurate and organized Courier work records
- Flag emerging support concerns that require attention from the Support team

#### 2. Customer Relations (25%)



With support from the Business Operations team:

- Respond promptly and professionally to customer inquiries via multiple channels, including email and phone
- Develop an in-depth understanding of Good Foot's service to facilitate conversations with current and potential customers
- Foster strong customer relations through the delivery of outstanding customer service
- Deliver information to customers in a consistent, concise and accurate manner, ensuring clarity and understanding
- Anticipate and address customer concerns proactively, demonstrating a commitment to fulfilling customer needs effectively
- Collaborate with the Business Operations team to implement solutions and enhance the overall customer experience

### 3. Other (15%)

- 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

- Ability to perform effectively and remain composed in high-pressure and stressful situations
- Ability to multi-task and prioritize in a fast-paced environment
- Strong organizational and logistics skills with a keen attention to detail
- Excellent verbal, listening and written communication skills
- Knowledge of the GTA and TTC is a valuable asset
- Prior experience in a Dispatch role is an asset
- 2 years of customer service experience is preferred
- Experience working with and supporting individuals with disabilities is an asset
- Exceptional tech and digital competency skills, including troubleshooting routine errors on Android, iOS/Apple and Windows environments
- Proficient in various software applications and platforms including Outlook, QBO, Asana & Google Workspace
- Clear Police Vulnerable Sector check
- Ability to work independently, take initiative, and assume responsibility with minimal supervision
- Previous work or volunteer experience in a social enterprise or startup environment is an asset

### Position Details

- Full time (35 hours/week), 2 year contract
- Salary: \$48,000
- 10 personal days, 15 vacation days, time off during our yearly holiday closure and comprehensive health benefits package after 3 months



- This is an in person position, with the opportunity to work remotely 1 day per week
- Availability: Monday-Friday, shifts will range between 8:30 am - 5:30 pm
  - Occasional evenings may be required from time to time, based on delivery volumes
- Location: Centre for Social Innovation at 720 Bathurst Street, Toronto
- Start date: immediate preferred

### To Apply

Please email [ada@goodfootdelivery.com](mailto:ada@goodfootdelivery.com) your cover letter and resume in PDF format, and include "Operations Coordinator" in the subject line. **Applications will be accepted on a rolling basis until the role is filled.**

We encourage candidates to apply, even if they do not meet all the qualifications or requirements, as we value diverse perspectives and are committed to fostering a supportive and inclusive work environment.

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.