



Part-Time Operations Coordinator

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. All deliveries are completed via public transit and on foot. In addition to employment, we provide personal and professional skill development and support to our courier staff.

Good Foot Delivery also runs an employment training and development program, [Good Foot Forward](#). Through on-the-job training and hybrid learning, we help participants build the skills they need to thrive in various professional settings.

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

About the Role:

Good Foot Delivery seeks a part-time Operations Coordinator to join our Dispatch team, working on tasks crucial to delivery operations, customer relations, and administration. In this role, you will actively contribute to the Operations team, ensuring orders are dispatched efficiently, supporting Couriers on the road, and providing excellent customer service to meet client needs and contribute to long-term business growth. This role is hands-on and requires close interaction with Couriers throughout their shifts, providing real-time support and troubleshooting while ensuring Couriers complete deliveries. Additionally, you will assist the Business Operations team with ad hoc tasks as needed, helping to maintain smooth day-to-day operations.

Reporting to: Business Operations Manager

Duties and Responsibilities:

1. Dispatch & Courier Support

As part of the Operations team:

- Dispatch orders based on Courier availability, location, and Courier capabilities
- Foster strong relationships with Couriers by ensuring open lines of communication, providing immediate assistance when issues arise, and offering ongoing encouragement and feedback to ensure successful delivery completion.
- Act as a point of contact for any matters that may arise for a Courier while in transit
- Monitor the route and status of all Couriers to ensure delivery within guaranteed times.
- Proactively troubleshoot and resolve 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, and tracking of daily events and ensure timesheet summaries are accurately completed.

2. Customer Service:

As part of the Operations team:

- Develop a strong knowledge of Good Foot's service to facilitate conversations with current and potential customers
- Build strong customer relationships by providing excellent customer service to encourage new and repeat business.
- Respond to customer inquiries via email and phone under the supervision of the Operations team, ensuring timely, polite, and professional responses.
- Provide consistent, concise and accurate information to customers
- Assist in addressing customer concerns promptly, ensuring that their needs are met effectively while escalating more challenging issues to the appropriate team members.

3. Other:

- Contribute and collaborate with the Office team regarding administrative and operational activities to ensure organizational goals are being met.
- Other duties as assigned

Qualifications & Requirements:

- Ability to work well under pressure and in fast-paced, dynamic environments.
- Strong organizational skills, with a keen eye for detail and logistics.
- Proven ability to multitask, prioritize, and solve problems in high-pressure situations
- Adaptable and able to pivot between tasks quickly when unexpected issues arise
- Empathy and interpersonal skills to build supportive relationships with neurodivergent Couriers
- Ability to work independently, take initiative, and assume responsibility with minimal supervision
- Excellent verbal and written communication skills
- Knowledge of the GTA and TTC routes is preferred
- 1 year of experience in customer service or a general office/administrative role preferred
- Comfortable working in person as this is not a remote position
- Experience working as part of a small team
 - *Experience working on a team that includes neurodivergent individuals is an asset*
- Familiarity and comfort with technology and various software and platforms, including Outlook, QBO, Asana & Google Workspace (Drive, Sheets, etc.)

Position Details:

- Pay: \$26/hour



- **Permanent, part-time role:** 15-24 hours per week, with the possibility of additional hours during busier periods or when vacation coverage is needed.
 - Monday-Friday, shifts will range between 8:30 am - 5:30 pm
 - Set schedule will be established that meets the needs of the candidate and current staff
 - Occasional evenings may be required from time to time, based on delivery volumes
- **Personal Days:** 3 personal days per 12-month period
- **Vacation Days:** 7 vacation days per 12-month period
- **Location:** 720 Bathurst St. (Centre for Social Innovation, Annex Location)
 - *Please note, this is an in-office position*
- **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. The deadline for applications is November 1, 2024

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. We recognize the unique contributions that individuals from marginalized communities bring to our organization and 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.