



TEMPORARY MARKET MANAGER

Quest Outreach Society is looking for the newest member of our Grocery Market Team. As Temporary Market Manager with Quest Outreach Society, you will bring management and/or grocery experience to help support market operations currently based out of our Surrey Market. This is a long-term temporary position, offering you the chance to contribute meaningfully while covering a vital role.

Joining the Quest management team means gaining valuable experience, professional growth, and new opportunities. If you're an organized and driven individual and have a passion for food security and for leading a dynamic team, then this is the job for you!

About You

You're a community-leader with solid frontline experience and a deep commitment to food justice. You know how to motivate teams, manage day-to-day market operations, and build a space where everyone feels welcome. Reliable, organized, and mission-driven, you lead by example and keep things running with heart and efficiency.

About Quest

Quest Outreach Society exists to disrupt the cycle of poverty through access to healthy and affordable food. By bridging the gap between food banks and traditional grocery stores, Quest provides a grocery experience based on principles of dignity, access and sustainability. Quest believes in a grocery model that simultaneously supports the community while reducing greenhouse gas emissions. A leader in redistribution, we work to actively redirect healthy, good food that would otherwise end up in the landfill and contribute to greenhouse gas emissions. Almost all of Quest's food is donated by local food partners from across British Columbia and delivered across our five Lower Mainland markets at reduced cost to our client communities. Quest's five grocery markets are located in Burnaby, Surrey, North Vancouver, East Vancouver and the Downtown Eastside.



Reporting to the Manager of Market Operations & Food Programming, the Temporary Market Manager is responsible for:

Market Staffing, Training & Recruitment:

- Lead the hiring, onboarding, training and supervision of market staff & volunteers.
- Manage staff scheduling, vacation planning, and absence tracking.
- Oversee Occupational Health and Safety practices within the grocery market, ensuring a safe work environment.
- Provide guidance on staff behavior, addressing concerns appropriately and escalating situations to senior management when required.
- Prepare and submit incident reports and monitoring logs following Quest protocols.
- Foster a team-oriented environment where staff & volunteers work efficiently and collaboratively.
- Demonstrate compassionate leadership with a clear understanding of Quest's diverse staff & client communities.
- Ensure all market staff & volunteers comply with Quest Policies and Standard Operating Procedures.
- Maintain professional and effective communication with the Distribution Centre, other grocery markets and Head Office.
- Conduct performance evaluations of all market staff in collaboration with the Manager of Market Operations & Food Programming.

Market Operations:

- Greet and welcome all Quest clients warmly.
- Assist clients by offering explanations, demonstrations, and guidance.
- Recommend products, highlight specials, promotions and sales.
- Support client referral process and manage the client card renewal/issuance process.
- Address client concerns promptly, escalating to senior management when necessary.
- Process payments, provide accurate change, and issue receipts with proper documentation.
- Compile daily cost recovery totals, submit payment records to accounting, and handle daily bank deposits.



- Ensure all market paperwork, including daily transaction documentation is sent to Head Office.
- Understand and follow Quest's policies for payment types, pricing, and signage, ensuring compliance with the Manager of Market Operations & Food Programming.
- Troubleshoot financial or transaction-related issues and forward pricing inquiries to the Distribution Center as needed following established protocol.
- Create and update signage and labeling as required.
- Coordinate with Market staff & volunteers to maintain clean and organized areas, ensuring boxes and pallets are promptly cleared after morning deliveries.
- Ensure product displays (produce, bread, freezer, fridge and shelves) are consistently full, well-organized and clean for optimal client experience.
- Supervise daily cleaning to maintain a safe and presentable market for clients.
- Monitor for pest activity, taking prompt action to clean and then report findings to the Manager of Market Operations & Food Programming.
- Maintain regular sanitation schedule, ensuring all areas of the market meet cleanliness standards.

Food Safety & Product Management:

- Enforce First-In-First-Out (FIFO) rotation upon receipt of produce/products.
- Actively lead and oversee sorting and refreshing of produce display throughout the day.
- Maintain accurate temperature logs twice daily.
- Inspect for Best-Before-Dates and ensure all food products are in salable condition before placing out for sale.
- Monitor and maintain stock levels on shelves and in coolers and freezers.
- Promptly communicate any food-safety related concerns to Manager of Market Operations & Food Programming.

Leadership & Reporting:

- Identify challenges or barriers to the efficient functioning of systems, procedures or staffing and make suggestions for improvement.
- Forward all client comments and feedback to Senior Management.
- Report on Occupational Health and Safety issues to Head Office.
- Maintain compost logs, all opening and closing checklists, bathroom cleaning logs, temperature logs and all volunteer tracking data.



- Present new ideas for signage, displays and product presentation to facilitate the promotion of Market products.
- Carry out *approved* initiatives and promotions.
- Participate in training and workshop opportunities as required and directed by Quest Senior Management.
- Undertake special projects as required.

Required Skills and Experience:

- Excellent organizational, time management and analytical skills
- 3-5 years retail management experience (food or grocery industry experience is ideal)
- A team player with strong interpersonal skills and an ability to interact effectively with team members while serving diverse and vulnerable client population.
- Excellent communication skills, both written & verbal
- Able to meet deadlines and manage stressful situations
- Able to confidently manage a diverse team of individuals
- Able to lift 25 lbs repeatedly

Nice-to-Have-But-Not-Required:

- Post-secondary education or training that supports the skills and expertise required
- Prior certification in safe food handling, operating pallet jacks and other equipment

Compensation & Commitment

This is a long-term temporary position, offering you the chance to contribute meaningfully while covering a vital role at one of our five Lower Mainland Grocery Markets.

The annual salary range for this role is \$44,000 - \$48,000 and is dependent on prior management experience. This is a full-time position with Quest. This role also includes a competitive benefits package, phone stipend, and two weeks paid vacation.

Application Deadline: May 5, 2025



To Apply:

Please include the following in an email with the subject heading: “Quest Temporary Market Manager” to Quest’s Manager of Human Resources, Diana Pemberton at hr@questoutreach.org.

- Your resume
- Your cover letter, in approximately 200 words, describing your experience and interest in working with Quest

We recognize the importance of a diverse workforce and encourage applications from Indigenous people, women, LGBTQIA+ people, people of colour, people with disabilities, and people who identify as neurodiverse.

If there are any accommodations we can provide to make our hiring process more accessible, or if you have ideas for improving our hiring process, please reach out to us directly. We'd be happy to do our best to set you up for success.

After You Apply:

We appreciate the time, consideration and effort of all applicants. Only individuals selected for an interview will be contacted. Qualified candidates who submit their application ahead of the deadline may be contacted sooner for an initial interview.

Thank you for your interest in working with Quest!