



# Food Service Worker

## ORGANIZATION OVERVIEW

**Scarborough Food Security Initiative (Feed Scarborough)** is a community-driven charity in South Scarborough focused on addressing food insecurity and poverty. Founded during the 2020 pandemic, the organization operates through a three-tiered approach: meeting urgent needs through programs such as food banks, the Healthy Meal Truck and Foodabundance, Rx Eats, farmers markets, and community outreach; building long-term sustainability through initiatives like FoodHall TO, Startup Scarborough, youth culinary and hospitality training, the Bridge Program for job readiness and confidence building, and community gardens; and advancing systemic change by advocating for equitable food systems and the recognition of food as a fundamental human right in Canada. Complementing these efforts are programs like Seniors Social Circles, which promote social connection and well-being. Feed Scarborough currently serves over 5,000 community members each week, working toward a more resilient and food-secure future.

## ROLE OVERVIEW

Feed Scarborough is looking for enthusiastic and dedicated Food Service Workers to join our team. This role is perfect for individuals who are passionate about food and customer service. As a Food Service Worker, you will play a crucial role in the daily operations of the Food Hall TO, supporting entrepreneurs, interacting with customers, and ensuring a clean and welcoming environment. You will assist with a variety of tasks, from food preparation and cooking to delivery and customer service, contributing to the success and vibrancy of our Food Hall TO

### Position Responsibilities:

- Assist in opening and closing the Food Hall, ensuring all equipment and workspaces are clean and ready for use.
- Support kiosk operators with food preparation and cooking, including inventory management and restocking supplies.
- Greet and interact with customers in a friendly and professional manner, taking orders and processing transactions efficiently.
- Deliver food orders to neighboring offices and homes as needed.
- Maintain cleanliness of the Food Hall, including dishwashing and sanitizing surfaces, and ensure all areas are kept tidy and organized throughout the day.
- Provide additional support as required, including event preparation and coordination.
- Assist with setting up and tearing down for special events and promotions.
- Monitor and adhere to food safety and hygiene standards.
- Help manage customer inquiries and feedback, ensuring a positive customer experience.



- Collaborate with team members to identify areas for operational improvement and implement solutions.
- Support inventory tracking and report shortages or discrepancies to management.
- Participate in training sessions and staff meetings to enhance skills and knowledge.
- Help in organizing and maintaining storage areas and supplies.
- Provide assistance with social media and marketing efforts as needed, including taking photos or videos of food items for promotional purposes.

## KEY SUCCESS FACTORS

- Attention to Detail: Maintain high standards of cleanliness, food preparation, and presentation.
- Customer Service Skills: Interact positively and professionally with customers, addressing their needs and resolving issues promptly.
- Teamwork: Collaborate effectively with entrepreneurs and fellow team members to ensure smooth operations.
- Time Management: Efficiently manage tasks to meet deadlines and ensure timely service.
- Communication Skills: Clearly convey information and instructions to customers and team members.
- Flexibility: Adapt to various tasks and responsibilities as needed, including special events and busy periods.
- Physical Stamina: Stand for long periods and perform physical tasks such as lifting and carrying.
- Reliability: Be punctual, dependable, and consistently meet work schedules.
- Problem-Solving Abilities: Identify issues and implement practical solutions to improve operations.
- Food Safety Knowledge: Understand and adhere to food safety and hygiene standards.
- Willingness to Learn: Participate in training and development opportunities to enhance skills and knowledge.
- ***This is a part of Canada Summer Jobs programme, so you will need to be between the ages of 15yrs – 30 years, and be a citizen or permanent resident or refugee claimant in Canada.***

Application Deadline: As Soon As Possible

Job Types: 8 weeks

Salary: \$17.60 per hour

Schedule:

- 7 hours per day (35 hours per week)
- Typically Tuesday to Saturday (11:30am – 7:00pm) – Some Weekends and evenings might be required)
- **Work Location: 5210 Yonge St, North York, ON, M2N 5P6**



**Application Instructions:**

We are excited to connect with you about the opportunity to join our team!

Please email your cover letter and resume to [hr@feedscarborough.ca](mailto:hr@feedscarborough.ca).

In the subject line, kindly indicate the position you are applying for and your preferred cohort:

- Cohort 1: May – June
- Cohort 2: July – August

*Example subject line:*

Application – [Position Title] – Cohort 1 (May–June)