



Love food, hate waste? Come make a difference at FoodMesh

Position

Customer Success / Sales Lead for our B2B Surplus Food [Marketplace](#) and Wholesale Food Purchasing Program for charitable organizations

Salary

\$60,000 + benefits package

Location

Hybrid — Vancouver office + remote (must reside in British Columbia)

Job Summary

This exciting role will be the face of FoodMesh's Marketplace and Wholesale Food Purchasing Program to FoodMesh's Canada-wide network.

The successful candidate will be responsible for managing the Marketplace and will work closely with customers on their orders, confirming accuracy, and overseeing vendor commitments.

They will also be responsible for receiving and processing orders made through our Wholesale Food Purchasing Program.

The successful candidate must care deeply about solving avoidable food waste and have a customer-centric approach to their work. They must possess strong communication, interpersonal, and organizational skills to interact successfully with vendors, charitable organisations and managers in responding to customer inquiries and resolving issues.

Responsibilities

- Conduct demos of our platform to new and existing suppliers
- Account relations - including assisting with onboarding and troubleshooting
- Receive, coordinate and process incoming orders in our online platform



Give food a second chance

- Coordinate and schedule delivery of orders with vendors and charitable organisations
- Price out 3rd party logistics and vendors as needed
- Prepare purchase orders and invoice customers
- Prepare standard operating procedures, knowledge-based documents such as summaries and responses to frequently asked questions
- Help to ensure the team complies with company guidelines particularly related to quality of service
- Train new employees in the company's customer service policies, procedures, and best practices
- Collect data and prepare reports on customer complaints and inquiries
- Prepare monthly reports summarizing the assigned customer success team performance

Desired skills and experience

- Minimum of 5 years of customer success experience, preferably in the food industry or consumer packaged goods industry
- Accounts payable and receivable experience, with some knowledge of Xero
- Personable and enjoys working in a customer facing role with both non profit and for profit organizations
- Sharp attention to detail
- Knowledge of project management/delivery methods and tools
- Organized, detail-oriented, and able to support many clients at once
- Be able to cope with ambiguity and an ability to structure the unstructured
- Ability to work both collaboratively as part of a team and independently with minimal supervision
- Strong problem resolution skills and proven ability to engage and interact with internal teams to resolve client issues
- Work logically to diagnose and resolve basic to intermediate issues and recognize circumstances that require escalation to the technical or management teams
- Comfortable using and learning software, including Google Suite, MS Office (Excel), ticketing/tracking systems and Salesforce
- Excellent verbal and written communication skills
- Ability to problem solve while maintaining a professional and calm demeanour



About the company

FoodMesh is a Vancouver-based Certified B Corporation, dedicated to reducing unnecessary food waste and feeding more. We provide digital solutions that unite all elements of the food supply chain to help organizations quickly and easily divert their surplus food to the people in our communities who need it most. You can learn more at foodmesh.ca.

We are an Equal Opportunity employer, committed to a diverse workforce.

To apply

Please send your resume and cover letter to FoodMesh at jobs@foodmesh.ca