



**Careers
on the Grow**



Operations Intern

Organization: Second Harvest

Department: Product Development

Reports to: Director of National Field Operations

Format and location: Virtual, remote

Start date: Approximately July 4, 2022

Length of internship: 6 weeks

We are

Second Harvest is Canada's largest food rescue organization and expert in perishable food recovery. We rescue surplus, unsold food from across the supply chain and redistribute it to not-for-profits across the country to feed communities.

In 2018, Second Harvest launched its innovative online platform, the Second Harvest Food Rescue App which enables businesses to donate surplus food to not-for-profit agencies. It is an easy-to-use, free platform that helps users track and manage food donations, while ensuring edible surplus is diverted from landfill. Second Harvest is now operating across Canada and is poised to become the one-stop-shop for food recovery across Canada.

Second Harvest is looking for an adaptive, collaborative, strategic thinker to join our team as the **Operations Intern**. Reporting to the Director of National Field Operations, this position is created to support Operations staff in Canada.

You will

Support the Operations team with the following:

- working with many stakeholders including businesses and non-profits to implement the program and meet all required deliverables.
- Audit donations (active, single, recurring, cancelled), outstanding completions. Ensure agency capacities and infrastructure are up to date in the CRM to better match agencies with Food Donors.
- Use appropriate tracking mechanisms to document activities (phone calls, emails) with the agency network.
- Identify regional policy barriers that prohibit food businesses from making food available.
 - Fisheries
 - Agriculture (crop insurance)
 - Tipping fees (or lack thereof)
- Collect and maintain impact stories regarding Second Harvest recipient non-profit partners.
- Support with community events, outreach, and public speaking engagements that highlight Second Harvest as needed.



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You are

- **Customer-focused:** you care deeply about fostering positive partnership/user experiences.
- **Naturally curious:** you're innovative, extremely creative, and constantly looking for ways to improve upon things.
- **Analytical:** data is your friend; you're able to translate numbers into action and pave the way for efficiency.

Helpful information

- The ability to work flexible hours would be an asset to allow for different time zones across the country. Hours will be coordinated with the intern to determine those that work best for all parties.
- If the intern is within the Greater Toronto Area, a laptop will be loaned to them for the purposes of the internship by Second Harvest. Otherwise, the intern will require access to a personal computer.
- Should be comfortable using the Microsoft suite of applications (Word, PowerPoint, Excel, etc.), Microsoft Teams, and Zoom.
- A reliable internet connection with video/audio will be required.