



Job Title: Information Systems & Business Analyst Intern

Position type: 4-month summer internship

Employer: Zero Waste Market & CCS iHub

About Us

Zero Waste Market is a Vancouver-based social venture that is saving the planet one container at a time! We are a package-free grocery store on a mission to cultivate a better world by inspiring people to change the way they shop for groceries. We envision an unpackaged future: a lighter world that values a food system free of excess and waste to support the health of both people and planet. By buying in bulk with reusable containers, we empower consumers to create a demand for sustainable alternatives to the food industry's status quo and to reduce food waste and plastic pollution while they're at it. We're all about community and are supporting Vancouver's Greenest City 2020 Action Plan & Vancouver Food Strategy goals.

About the Position

Zero Waste Market is looking for a bright, creative, values-driven person to join the social venture team this summer and make an impact on the way communities live their lives sustainably. This is a full-time 16-week contract position to customize and localize an information system and will include project management with a focus on business analysis. The position is open to current Masters or MBA students or graduates, including those who will be graduating in 2017. Undergraduates with demonstrated and applicable work experience will also be considered.

Our summer intern will work out of Zero Waste Market's co-working spaces at the Coast Capital Savings Innovation Hub on the UBC Vancouver campus and at The AMP, a shared space for mission-driven organizations and businesses located in Gastown. The intern will report to and be supported by Brianne and Alison, the founding team of Zero Waste Market and Oana Dan, CCS iHub manager. The intern will also have professional development learning opportunities and access to Zero Waste Market's advisory board, including executives from Whole Foods, SPUD, and BC Tech.

Working directly with senior management, you will play a key role in shaping the growth path of an innovative local food business. You will have a unique opportunity to get your hands dirty and gain a wealth of experience in entrepreneurship, programming, logistics & operations. Working at both the CCS iHub and The AMP is an opportunity to be immersed in a dynamic and entrepreneurial environment and to learn from other social entrepreneurs, industry mentors and peers. The successful candidate must be passionate about social entrepreneurship and keen to make an impact through the innovative use of technology and business tools.

Scope of Internship

As Zero Waste Market is a start-up, the successful intern must be prepared to work in a dynamic and entrepreneurial environment. The primary scope of the internship is to support the senior management to develop effective information systems with a focus on four key areas: sales, inventory management, customer relationship management, and decision support systems (i.e. dynamic tracking of impact metrics such as food waste diversion). The intern will also support and advise senior management in identifying innovative systems that will scale with the business in the future.

Specific tasks performed will include:

Analysis & Development

- Evaluating current and future operations including: retail POS, customer and supplier management and tracking, purchasing, delivery, order fulfillment, distribution, etc.
- Identifying key strengths, weaknesses, opportunities and vulnerabilities in existing systems
- Recommending and implementing available platforms and tools to transition towards more integrated systems
- Based on these recommendations, implementing agile approaches to system development and creating and/or customizing an information system proof of concept and continuing to iterate over time
- Making recommendations and supporting the Zero Waste Market team to make operations more efficient; liaising with advisors and mentors as required
- Investigating opportunities for cost savings and revenue generation opportunities throughout our vertically integrated business

Administration

- Assisting Zero Waste Market's team with everyday tasks as needed e.g. inventory pick-ups, editing, report writing & formatting, etc.

Desired Skills & Experience:

Although the successful candidate will have the opportunity to work in all aspects of the business to ensure that he or she has the experience and knowledge required to perform assigned tasks, we prefer our intern to have industry or academic experience in the following:

- Information systems design development (hardware & software), preferably in a retail environment
- Strong project management skills and a proven ability to balance multiple demands and expectations
- Systems support and an understanding of POS systems
- Business and systems analysis

We also desire candidates who:

- Demonstrate a high level of self-motivation, responsibility, adaptability and organization
- Value growth experiences and making a social impact through community and sustainable food systems
- Are passionate and curious about zero waste concepts, environmental/sustainability issues, business models and lifestyles
- Possess excellent communication skills, both verbal and written
- Thrive in a fast-paced work environment
- Have familiarity with local food systems, grocery, and/or retail

Training Plan

- Onboarding program with weekly check-ins and monthly performance review
- Training in project management and productivity tools as required including Google Drive, Trello, Project Libre and Slack

Additional professional development opportunities include:

- Opportunity to work in a thriving startup ecosystem with associated peer and mentor network
- Guidance in best business practices including the lean startup method
- Networking with changemakers in Vancouver's food and entrepreneurship sectors
- Opportunities to attend conferences, training programs, networking events, etc. as required
- Opportunities to participate in key stakeholder meetings, including with suppliers, distributors, and community partners



- Flexible work hours with an interactive office environment including a gym, showers, bike room, and a pet-friendly policy at The AMP, where the intern will be based 1-2 days per week

Salary

This is a paid full-time internship. \$4,000/month with a 20% staff discount on all groceries.

How to Apply

Please send a resume and cover letter to Brianne Miller (hello@zerowastemarket.ca) and Oana Dan (oana.dan@sauder.ubc.ca) with '2017 Summer Intern' in the subject line. In your email or cover letter, we'd also love to hear about the craziest thing you've done in the name of zero waste, sustainability, or the environment!

Deadline for applications is Sunday, April 9th at 11:59 pm PST. Applications will be assessed on a rolling basis; only those invited for an interview will be contacted by Tuesday, April 18th.

Zero Waste Market is committed to employment equity and encourages applications from Aboriginal peoples, persons with disabilities and members of visible minorities. It is the responsibility of every employee to contribute to a positive work environment through cooperative and professional interactions with co-workers, customers, and suppliers.

Additional Information

www.zerowastemarket.ca

www.sauders3i.sauder.ubc.ca

