

Love Food, Hate Waste? Come Make a Difference with FoodMesh!

Role: Director of Operations (full time employment)

Application Deadline: September 25th, 2026

Overview:

As a senior operational leader, the Director of Operations will drive operational excellence across FoodMesh, leading and scaling the systems, processes, and people that keep the business running efficiently as we grow. You will own end-to-end operational delivery company-wide, including new program start-up and client onboarding, while partnering with the CEO and COO to build the processes and standards that let us scale quality, speed, and cost-effectiveness across every part of the business. You are both a people leader and an operator, developing your team while owning the systems that make operations run smoothly company-wide.

Compensation: Base Salary \$90,000–\$120,000 annually (commensurate with experience) plus comprehensive benefits package (health insurance covered at 66% by FoodMesh, 3 weeks of paid time off, birthday off, education allowance).

Location: Hybrid, based in or able to regularly work from our Vancouver office, with remote flexibility for the remainder of the week. Occasional travel may be required to support in-person meetings, site visits, and team needs across Canada.

Hours: Business hours Monday - Friday with flexibility to occasionally work on weekends or evenings on an-needed basis.

Responsibilities:

- Lead and develop FoodMesh's operations team through goal-setting, coaching, and ongoing performance management.
- Own end-to-end operational delivery across the business, ensuring consistent service quality, timely onboarding, and effective issue resolution across all networks.
- Lead new program start-up and client onboarding, ensuring a smooth, scalable process as FoodMesh grows its client base.
- Build, document, and continuously improve the SOPs, SLAs, and quality standards that govern day-to-day operations, driving improvements in speed, efficiency, and cost-effectiveness across all operational functions.
- Serve as the senior escalation point for complex operational and client issues across the organization.
- Partner with the COO and CEO on company-wide operational strategy, capacity planning, and team resourcing as the organization scales.
- Monitor and report on corporate and program KPIs, including service levels, onboarding timelines, and customer satisfaction across all networks.

- Collaborate cross-functionally with Sales, Tech Dev, and other departments to ensure smooth, end-to-end program delivery.
- Support hiring, onboarding, and training as the operations team grows.
- Travel regularly to support in-person meetings, site visits, and team needs across Canada.

What You Have:

- 5+ years of experience in operations management, ideally in a fast-scaling, field services, or multi-site environment.
- Proven people leadership experience, including managing, coaching, and developing a team.
- Strong process design and continuous improvement skills, with a track record of building structure in ambiguous or fast-changing environments.
- Excellent stakeholder management and cross-functional collaboration skills.
- Excellent communication skills, both written and verbal.
- An independent thinker who takes initiative and thrives with minimal supervision.
- Comfortable balancing hands-on operational work with team leadership.
- Willing and able to travel regularly across Canada.
- Proficient computer skills; Salesforce, Google Suite, and Slack experience preferred but not required.
- Based in or able to regularly commute to the Vancouver area.
- Fluency in French is a plus

What We Offer:

- A unique opportunity to make a tangible, measurable impact on food waste and sustainability in Canada.
- Opportunity to grow alongside a fast-scaling, impact-driven organization.
- The chance to build and shape a team and function from an early stage.

About FoodMesh:

FoodMesh is a Canadian Certified B Corporation dedicated to reducing food waste. We build digital networks and logistics solutions that bring together food businesses, charities, and farmers to ensure that surplus food is put to its highest and best use.