



Operations Trainer

Reports To Warehouse Manager
Type Full-time, Salaried

Location Ottawa, ON
Closing Date June 30, 2023

Company Overview

Sysco connects the world to share food and care for one another. Sysco leads from the heart of food and service to deliver the freshest of foods and ideas to restaurants, healthcare and educational facilities, lodging establishments and other customers who prepare meals away from home. Our customers can count on us to deliver on-point products and solutions since only Sysco is the global leader, sitting at the heart of innovation supply, delivery, culinary and more.

With over 57,000 colleagues and a fleet of over 13,000 vehicles, Sysco operates approximately 326 distribution facilities worldwide and serves more than 625,000 customer locations. For fiscal 2022 that ended July 2, 2022, the company generated sales of more than \$68 billion USD.

Sysco, one of Canada's Best Employers 2022, as listed by Forbes, is dedicated to our global corporate social responsibility goals and to creating a diverse and inclusive workplace. We offer our colleagues the opportunity to grow personally and professionally, to contribute to the success of a dynamic organization, and to serve others in a manner that exceeds their expectations.

Sysco is more than just a place to work. Our passion for food and our customers has made us the industry leader. To remain on top, we will continue to think bigger, work harder and never give up. Are you ready to drive success?

For a full list of opportunities, visit www.sysco.ca/careers

Role:

The purpose of this job is to ensure the accurate and consistent training/coaching of Warehouse employees and ensure the proper training and onboarding of new warehouse colleagues on Sysco work methods. This job is also responsible for monitoring policy standards and tracking employee training data.

Role Responsibilities:

- Train and coach warehouse colleagues on various floor procedures and positions, utilizing Sysco Work Methods and other training tools.
- Train and certify colleagues on all Material Handling equipment.
- Ensure the compilation and maintenance of all training and development records and statistics.
- Identify training needs and oversees training and development
- Assists with the coaching, mentoring, career development, training, performance management of team with the purpose of improving employee knowledge and skill level.
- Tracks productivity and accuracy results via daily and weekly reports; creates employee discussion letters related to training as required.
- Assists with Driver classroom training as required.
- Conducts and completes observation reports in the warehouse to ensure safe machine operations in the warehouse.
- Ensures adherence to the responsibilities under the Occupational Health and Safety act.
- Meet with supervisors weekly to discuss employee's learning, using Progress Report Templates.
- Provide both constructive feedback for improvement and positive reinforcement.
- Time-keeping for employee and reporting time worked to employee's supervisor, until the employee can clock in and out.
- Documentation of training hours per colleague.
- Is willing to work safely with minimal environmental impact and understands the importance of reporting all hazards, incidents, and environmental spills immediately to their Supervisor.

- Understands that they play an integral role in their own safety and that of their colleagues and is willing to speak out when hazards are present.
- Responsible for compliance with all Policies and Standard Operating Procedures (SOPs) comprising Sysco’s Food Safety Program, specific for the assigned role.
- Assist Food Safety Program Manager in ensuring compliance to Sysco’s Food Safety Program that leads to compliance with third party certification and customer requirements.
- Perform other duties as assigned.

Qualifications/Skills/Job Requirements:

- Minimum 2 years working in a warehouse environment.
- Training experience is an asset.
- Warehouse equipment experience is required, Fork Lift & Pallet License a must
- High School diploma or general education degree (GED)
- College Diploma preferred in Teaching, Business Administration, Supply Chain Management, Operations Management or a closely related field required; or equivalent combination of education and related experience.
- Proficient in Microsoft Office including Excel, Word, PowerPoint, Outlook
- Sound knowledge of the Occupation Health and Safety Act.
- Valid driver’s license in good standing with access to a vehicle is required.
- While performing the duties of this job, the colleague is occasionally exposed to wet, hot, extreme cold and/or humid conditions; and moving mechanical parts and may be required to work in confined spaces.
- The colleague works non-traditional business hours including evenings, nights, days, weekends, holidays and on-call.
- The colleague may occasionally be required to travel, although infrequent, to other Operating Companies or the corporate office as business needs dictate (i.e. training).

Internal candidates apply via the Career Centre on your HR Portal / ADP Workforce Now.
 External candidates submit cover letter & resume via www.sysco.ca/careers

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| <i>Our Purpose</i> | Connecting the world to share food and care for one another |
| <i>Our Mission</i> | Delivering success for our customers through industry-leading people, products, and solutions |
| <i>Our Identity</i> | Together we define our future of foodservice and supply chain |

Sysco is committed to Employment Equity. Accommodations during the recruitment process are available upon request for candidates with disabilities.

Here’s a sample of the many benefits Sysco colleagues enjoy:

Comprehensive Flexible Benefits including Health and Dental, Health Care Spending and Wellness Accounts • Short-Term and Long-Term Disability • Life Insurance • Company Pension Plan • Group RRSP • Employee and Family Assistance • Stock Purchase Plan • Unlimited on-line learning through Sysco Interactive University • Sysco product discounts • Preferred vendor discounts • Colleague Resource Groups
 (*benefits may vary based on location or bargaining unit)