



Job Title: Manager, Warehouse Logistics
Reports To: Director, Logistics & Donor Services
Location: Ontario, Onsite
Employment Type: Full Time, Permanent
Start Date: November 2025

The Terry Fox Foundation

The Terry Fox Foundation stands as one of Canada's most iconic and impactful charitable organizations, rooted in the extraordinary legacy of Terry Fox. In 1980, after losing his leg to osteogenic sarcoma, Terry embarked on the Marathon of Hope—a cross-country run to raise awareness and funds for cancer research. His journey, marked by courage, resilience, and unwavering determination, captured the hearts of Canadians and inspired a nationwide movement. Although Terry's run was cut short after 143 days when his cancer returned, his dream lives on.

For over four decades, the Foundation has united Canadians in the pursuit of a world without cancer. Every donation, every step taken in Terry's name, fuels groundbreaking research and brings hope to millions. Joining the Terry Fox Foundation means becoming part of a legacy that dares the impossible—and works every day to make it possible.

Position Summary

To deliver on our promise to supporters, we rely on exceptionally talented, bright, and committed people. Currently, we're seeking a **Warehouse Manager** to oversee the fulfillment of Terry Fox retail and promotional items. This skilled multitasker will oversee all aspects of warehouse operations—including receiving, handling, storing, picking, packing, and shipping—ensuring that quality standards are consistently met or exceeded. The Warehouse Manager will be responsible for maintaining inventory accuracy, coordinating order fulfillment, and tracking shipping timelines for millions of product orders annually.

Objectives of this role

- Alongside the Director of Logistics, play an essential role in the start-up and design of a new facility. This will involve implementing a new system, developing new SOPs, purchasing equipment, setting up equipment, and lots of testing.
- Ensure that the warehouse operates at peak efficiency — with supporter satisfaction as the primary goal — by supervising, organizing, and training warehouse employees and establishing, monitoring, and managing operational goals.
- Develop warehouse operations systems by determining product handling and storage requirements, equipment utilization, inventory, gate processes, and shipping methods.
- Train and manage the warehouse team to solve day-to-day operational issues and reach short- and long-term performance goals.
- Oversee daily operations while controlling and managing inventory and logistics.
- Review and prepare workflows, staffing requirements, space allocations, equipment layouts, and action plans that meet company standards for productivity, quality, and customer service.

- Maintain a safe and healthy work environment by establishing and enforcing standards and procedures and by complying with legal regulations.
- Workplace safety – create a workplace safety plan

Startup Responsibilities:

- Help coordinate the move of inventory from our existing locations to our new location.
- Learn and help implement a new warehouse management system (WMS).
- Assist with creating brand new SOPs which will be used to train new volunteers and employees and ensure we document our processes.
- Assist with the set-up of the new facility which involves sourcing equipment and setting it up in an efficient way.
- Recruit and train a full new staff of employees and volunteers. Assist in establishing a new hourly tracking system and ensure our new space is safe and welcoming.

Operational Management:

- Oversee all warehouse activities, including receiving, put-away, storage, order picking, packing, shipping, and returns.
- Ensure accurate and timely processing of all inbound and outbound shipments.
- Monitor and manage the condition of all warehouse equipment, ensuring regular maintenance and repairs.
- Identify and implement process improvements to enhance efficiency, reduce costs, and improve service levels.
- Maintain SOPs by keeping them up to date as procedures change or new procedures arise.
- Be available to help pick/pack/ship orders when needed.

Inventory Management:

- Implement and maintain inventory control, to ensure accuracy (e.g., cycle counting, physical inventories).
- Minimize inventory discrepancies and damage.
- Manage and track product returns and damaged goods according to company policy.
- Manage the inventory of packing materials (i.e. tape, boxes, packing paper, etc.) by identifying shortages ahead of peak seasons and ordering the necessary products without going over budget.

Team Leadership and Management:

- Recruit, train, mentor, and develop warehouse staff and volunteers.
- Develop recruitment and training procedures that can be utilized in a high turnover environment.
- Set clear performance expectations, conduct performance reviews, and provide constructive feedback.
- Foster a positive and productive work environment, promoting teamwork and professional growth.
- Manage staff scheduling, attendance, and adherence to company policies.

Safety and Compliance:

- Ensure a safe working environment by implementing and enforcing all company safety policies and procedures.
- Conduct regular safety audits and address any identified hazards promptly.
- Conduct safety training for all warehouse personnel.

- Safeguards warehouse operations and contents by establishing and monitoring security procedures and protocols.

Required Skills and Qualifications

- High school diploma or equivalent
- Five or more years of experience in a warehouse role managing hourly employees.
- Proficiency with warehouse procedures and policies
- Excellent problem-solving skills and leadership qualities
- Ability to work collaboratively with all levels of company staff.
- Ability to deliver effective feedback, both written and verbal
- Ability to effectively prioritize and delegate work
- Proficient with computers
- Effective oral and written communication skills
- Strong leadership and management skills
- Understanding of safety rules
- Knowledge of general software and applications
- Ability to manage fulfillment staff on warehouse floor.
- Knowledge of shipping systems
- License to operate a forklift is preferred

How to Apply

Your talents, passion, and dedication will help us continue Terry's legacy and make a lasting impact in the lives of so many. To begin a meaningful new journey with us, please submit a cover letter and resume to [**careers@terryfox.org**](mailto:careers@terryfox.org)

We are dedicated to employment equity, and we value diversity in the workplace. If you require any accommodation during the recruitment process, please reach out to us.

To be considered for this position, applicants must be legally eligible to work in Canada at the time of application.

While we thank all applicants for their interest, only those selected to move forward in our screening process will be contacted. Details regarding compensation, including the salary and benefits package, will be discussed with candidates invited to interview.