



Career Opportunities

Pizzaville Call Center

Shift Work; 10-20 hours/week, mix of evening and weekend shifts;

In-office for training and first 3 month period; after which, assessment will be done to determine if agent is prepared to move to a hybrid in-office and at-home structure

Availability required:

- Sunday until 10pm
- Monday to Thursday; if possible until 11pm or 9pm/10pm (a few weekday night availability)
- Friday & Saturday; until 12am (being available until 2am in case we go back to regular hours)
- Must be available to work on statutory holidays as well as Halloween & New Year's Eve.

Call Center Agent Responsibilities:

- Our live agents act as liaison between our customers and our 85+ locations across Southern Ontario
- Agents answer incoming calls from customers placing orders for pick-up or delivery as well as general inquiries
- Agents are fully trained on using our order-taking software to place orders that are sent to the appropriate location
- We currently offer a hybrid approach between at-home and in-house order taking
- For training purposes, we do require new team members to complete their training and first 3-months in-house, so that they can have direct access to a manager and/or team member to ask questions and/or request support

Call Center Customer Service Representative Responsibilities:

- Based on need, as well as Agent aptitude, performance, experience, and desire, an agent can be promoted to CSR (Customer service representative) within their first year
- CSRs are responsible for the general agent responsibilities as well as customer support and complaint resolution
- CSRs are fully trained on Pizzaville's Customer Service Policies and how to resolve customer complaints
- CSRs are also fully trained on supporting franchisee requests such as adjusting delivery/pick-up time and in/out-stocking a store's menu items based on real-time inventory.
- There could also be opportunities for CSR agents to apply for supervisor positions and/or be promoted to supervisor positions, should one become available.

Submit inquiries and resumes to Call Center Manager, Amrita Virk: amritav@pizzaville.ca

Pizzaville Commissary Production Associate

Mon-Fri 6:30am – 3:30pm; paid overtime, first review and benefit package at the 90 day mark.

Production Associate Responsibilities:

- Reports to the Production Supervisor in the morning
- Collaborates in daily packing process of previous day production
- Collaborates in depanning, packing and palletizing and pallet strapping process
- Actively works on all bakery machinery involving the cutting, rounding and planning process
- Actively participates in keeping all storage facilities neat and tidy in accordance with GMP (Good Manufacturing Practices) Standards
- When necessary participates in Tote and Pan washing (automated process)
- Maintains accurate records as required by the supervisor under GMP based on HACCP guidelines.
- Engages with Team Members with a positive and service driven attitude.
- Provides additional backup support for shipping receiving department when needed.

Production Associate Qualifications/Skills:

- Quick learner
- Able to carry out stocking, and stacking tasks (up to 45 lbs)
- Pulling, packing, and loading
- Good verbal communication skills
- Strong sense of time organization and urgency
- Able to work independently and within a team

Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent
- No previous experience required however previous experience in bakery environment is an asset
- Familiarity with pallet moving equipment is preferred

Submit inquiries and resumes to Facilities Director, Riccardo Mini: riccardom@pizzaville.ca

Pizzaville Commissary Shipping and Receiving

Mon-Fri 7:00am – 3:30pm; paid overtime, first review and benefit package at the 90 day mark.

Shipping and Receiving Responsibilities:

- Collaborates in morning preparation of truck fleet by emptying, cleaning and loading trucks with commissary orders for the day
- Collaborates and communicates with shipping receiving supervisor, and others involved in the shipment and receipt of products.
- Actively participates in picking and packing process of both dry and refrigerated goods for the following day delivery
- Maintains a clean, neat, and member-ready warehouse area and actively participates in keeping all storage facilities neat and tidy.
- Promptly unloads trucks and deliveries and sorts and stocks receivables.
- Maintains an accurate log sheet of daily incoming goods.
- Engages with Team Members and visitors with a positive and service driven attitude.
- Provides additional backup support for production department when needed.

Shipping and Receiving Qualifications/Skills:

- Scanning and sorting incoming and outgoing stock
- Receiving, stocking, and stacking
- Pulling, packing, and loading
- Good verbal communication skills
- Strong sense of time organization and urgency
- Able to work independently and within a team

Education, Experience, and Licensing Requirements:

- High school diploma, GED, or equivalent
- No previous experience required
- Familiarity with pallet moving equipment is preferred

Submit inquiries and resumes to Facilities Director, Riccardo Mini: riccardom@pizzaville.ca