



## FRESHFARM | Farmers Market Manager

FRESHFARM is a non-profit that promotes sustainable agriculture and improves food access and equity in the Mid-Atlantic Region. We do this by operating producer-only farmers markets that provide vital economic opportunities to local farmers and food producers and through innovative philanthropic outreach programs that educate the public about food and related environmental issues. Learn more about our work at [freshfarm.org](http://freshfarm.org).

**Role:** Market Managers are the front line of FRESHFARM. Market Managers play a critical role in shaping the success and growth of FRESHFARM Markets and work as part of a team in a fast-paced and dynamic environment. Managers are invested in and inspired by the success of their markets, and are responsible for executing market operations; interfacing with farmers/producers, neighborhood partners, and customers; creating a vibrant and welcoming market; and ensuring accurate reporting. Managers report to the Directors of Markets and of Programs.

Please note this is a part-time, seasonal position, ending on or around October 15. We are hiring multiple Market Managers, and the number of hours per week will vary.

### Primary Responsibilities

#### Operations:

- Manage the day-to-day execution of assigned farmers markets, including but not limited to: transporting equipment and supplies to market; coordinating logistics and physical setup/breakdown; administering transaction services.
- Work with the Programs team and various partners to seamlessly integrate market-based Programs (Matching Dollars, Chef at Market, Gleaning) into market operations and promotions.
- Enforce FFM Rules & Regulations fairly and consistently with all farmers and producers, deciding if and when to involve senior staff for further action.
- Ensure the safety of everyone at Market by enforcing all safety rules, keeping an eye out for hazards, and taking action as necessary.
- Ensure the market information tent is presented consistently according to brand standards and for best visual impact.

#### Administration & Finance:

- Ensure accurate and timely reporting of market data, including financial transactions with customers and farmers/producers.
- Monitor market statistics, including sales numbers, market fees, and customer counts.

#### Customer Service & Communication:

- Act as a liaison with farmers/producers, ensuring effective communication and support.

- Create and maintain an extraordinary customer service experience for the public, partners, and farmers/producers.
- Become adept at communicating FRESHFARM's vision and mission to the public.
- Support the Communications team to develop and execute an outreach and promotion plan for market, including social media presence, market promos, flyering, and events.
- Manage volunteers at market; help to provide them a rich experience, supervise their role, and document their time.
- Create a vibrant community at market by becoming familiar with the neighborhood and population, working with community partners, and creating a welcoming, inclusive environment for all.

Other:

- Identify new business opportunities for FRESHFARM and for farmers.
- Provide feedback and solutions to senior members of the team to improve the markets.
- Attend weekly Market Manager meetings.
- Sub for other Market Managers as needed and assist with other tasks and projects as requested.

### Experience and Qualifications

- Must be available to work weekends and evenings beginning in April or May.
- A desire to work outdoors, including during inclement weather; an ability to lift 50+ pounds; comfort with physically demanding work requirements.
- An ability to think on your feet and a demonstrated track record of being proactive and anticipating needs
- Strong communication, problem solving, and organizational skills
- Customer service and retail experience is preferred
- Food and agriculture experience or education is strongly preferred. Farmers' market or on-farm experience is ideal.
- Microsoft Office proficiency. Comfortable with numbers and basic Excel functions.
- Foreign language aptitude, specifically Spanish or Chinese, is a plus.
- Cell phone required. Access to a vehicle preferred.

**Compensation:** This position is part time, seasonal and hourly; pay rate \$15 - \$17/hour. No benefits.

**To Apply:** Send resume and cover letter to [careers@ffm.org](mailto:careers@ffm.org) by Friday, March 31, 2017. **NO CALLS, PLEASE.**