



FRESHFARM

nourishing our food future

SUNBUCKS CALL CENTER ASSOCIATE or BILINGUAL ASSOCIATE

Updated March 2025

WHO WE ARE: FRESHFARM builds a more equitable, vibrant, sustainable, and resilient food future for the region by producing innovative solutions in partnership with local communities and organizations in the DC area. We create food access, economic development, and community building through hands-on education, farmers markets, and distribution programs. The [Food Access](#) team administers programs such as Produce Plus, FRESHMATCH, Free Summer Meals, Senior Farmers Market Nutrition Program (FMNP). These programs provide locally grown fruits and vegetables from farmers markets to residents with limited access to fresh, nutritious food.

WHO YOU ARE:

- Passionate about FRESHFARM mission and values and committed to supporting Food Access locally.
- Ability to provide welcoming, clear, and effective customer service and support to customers of diverse backgrounds
 - At least 1 year working in a high-volume customer or client-facing position required
- Adaptable, agile, and flexible in their approach to their work.
- **FOR BILINGUAL ASSOCIATES ONLY:** must be a native speaker or fluent in Spanish and/or Chinese (Cantonese or Mandarin - spoken; Traditional or Simplified - written)

Experience with call forwarding software, and/or experience in farmers markets, food access, or social services preferred, but not required

WHAT YOU'LL DO: SUNBucks Call Center Associates will respond to [SUNBucks](#) and other program inquiries via our phone hotline, supporting District residents in navigating the food access programs that they are eligible for. This position and their team will work to support DC residents to understand and access SUNBucks as well as other federal and local food assistance programs they may be eligible for. This position reports to a SUNBucks Call Center Manager.

Call Center Staffing (90% of total work time)

- Answer incoming calls and provide excellent customer service to DC residents about SUNBucks and other farmers market nutrition programs;
- Handle both inbound and outbound communication and customer follow-up in a courteous, timely manner; as needed, submit supervisory follow-up;
- Validate participant information to ensure program documentation is accurate.

Call Center Data Tracking and Reporting (10% of total work time)

- Complete daily call data tracking and monitoring;
- Attend regular meetings with the team about Call Center activity;
- Support the FF Food Access Team in understanding trends and responding to needs of callers.

THE PERKS:

- Enjoy a relational workplace that values our people as the engine of our work
- Play a key role in supporting the critical work to support local community members access to fresh, affordable food
- Help FRESHFARM pioneer our first year leading SUNBucks hotline operations in the District!

THE DETAILS:

- This is an **hourly, non-exempt position**, which is compensated as follows:
 - Associates: \$22-\$23 / hour;
 - Bilingual Associates: \$23-\$24 / hour.
- This is a **full-time**, 40 hour / week position, expected to work 5 days / week. The SUNBucks Call Center will be open 9am to 6pm M-F and 9am - 3pm Sa- Su:
 - A typical schedule will involve 3-5 weekdays, and 1-2 weekend days, usually Tuesday - Saturday or Sunday - Thursday, based on program need;
 - Some overtime hours may be necessary during periods of high customer volume (overtime is paid x 1.5).
- This is a **seasonal role** that we expect to start in early May and end on September 30th, with potential to extend through November 15th, pending program needs.
- **This is a primarily remote position.** The person in this role will need to very occasionally work from FRESHFARM's office in Downtown DC (mainly during onboarding) or a program or partner site site (such as farmer's markets, mobile markets, or farm stands).
- This employee is eligible to enroll in 100% employer covered healthcare, as well as generous employer coverage for vision and dental and employer paid short-term and long-term disability, life insurance, AD&D and an employee assistance program (EAP).
- This employee is eligible to contribute to a 403b plan (opt-in; Roth or post-tax).
- All employees accrue sick leave (1 hr / 28.5 hours worked). All employees also accrue vacation leave starting at 1 hr / 26 hours worked, with an increase after 3 years tenure; vacation will be paid out at the end of the season.

PHYSICAL & OTHER REQUIREMENTS

- Must be able to remain in a stationary position and/ or move about the worksite for 6-8 hours per workday during in-person shifts.
- Must be able to talk on the phone for up to 7 hours per day.
- Must be fully vaccinated against COVID-19 or test weekly if working in person, per FF policy.
- Must have access to a personal cell phone; \$25/mo cell phone stipend provided for use.

HOW TO APPLY:

- To apply, please submit [this application form](#) (no resume required); applications will be accepted on a rolling basis, and we anticipate closing applications no later than March 28th.
- Applicants selected to advance should expect to participate in a 1 hour virtual interview and provide 2 professional references. Our goal is for this candidate to start by early May 2025 at the latest.

EQUAL OPPORTUNITY EMPLOYMENT

FRESHFARM is an equal opportunity employer. We are committed to diversity and building an equitable and inclusive workplace for people of all backgrounds and experiences. **We encourage members of traditionally underrepresented groups to apply, including people of color, LGBTQ+ people, veterans, and people with disabilities.** We do not discriminate, and will take affirmative action measures to prevent discrimination against any employee or job applicant on the basis of race, color, national origin, gender, gender identity, gender expression, sexual orientation, age, religion, creed, disability, or veteran status in the following areas: employment, recruitment, or advertisements for employment; compensation, termination, upgrading, and promotions; any other conditions of employment.