



Assistant Market Manager Job Description

Reports to: Market Manager

Position summary: This position is responsible for the onsite infrastructure of the market, volunteer coordination, POS oversight and reconciliation. This position also serves as direct support for the Market Manager. They are expected to collaborate as a key member of the staff team and develop effective plans and strategies for their roles. This position involves working outside in varying weather conditions on market days and requires the ability to: perform some heavy lifting, squatting, reaching, and other physical tasks.

Qualifications and experience: The Assistant Manager should have excellent organizational skills, leadership and management skills, and ability to work well with a diverse group of people. Additionally, the Assistant Manager should have demonstrated experience/interest in the field of farmers markets, volunteer coordination, customer service, and numbers and spreadsheets. Competency with Google docs and Excel spreadsheets is required. This position requires individually motivated independent work and initiative towards all of their roles.

Required certificates and licenses: This position requires a valid driver's license with a clean driving record. A valid food handler's card and CPR training must be obtained within a month of hire.

Workflow and pay schedule: This is a year-round, hourly position that is paid monthly with accrued PTO. Hours per week vary; position has an annual budget of 1500 hours at \$16/hour. The Assistant Market Manager must be available to work the days that the market is open; a 7-month weekly market season from May through Nov 21st, plus a two markets a month winter season from December through April. This position will work around 36 hours a week May–Nov, and 20 hours a week Dec–April. This position's rate will increase to \$16.75 starting July 1st.

Work environment and physical requirements: This position involves working outside year-round in varying weather conditions (ranging from sunny and hot to cold and wet) on market days and requires the ability to perform lifting of 50 lbs, squatting, reaching, and other physical tasks. Must have a working phone, as well as regular and reliable access to computer and internet. All work outside of market hours will be conducted at the Assistant Market Manager's home or private office.

Supervisory Responsibilities The Assistant Market Manager will play a role in delegating appropriate tasks and duties to the Info Booth Operator. While the Market Manager will be primarily responsible for supervision of the Info Booth Operator, the Assistant Market Manager will supervise on a task-by-task basis, as appropriate.

The Assistant Market Manager is directly responsible for the following:

MARKET DAY DUTIES

- Attend each market day, onsite two hours prior to market opening and up to two hours after (or until usual market duties are complete).
- Set-up/tear-down of market site:
 - info booth and merchandise display
 - customer seating area (on pause due to COVID)
 - events tent (on pause due to COVID)
 - food demo station (on pause due to COVID)
 - garbage
 - portable toilet
 - A-board placement & removal
- Take customer counts hourly at the market.
- Keep the market clean by regularly checking for and picking up waste not disposed of properly during the market day.
- Assure market safety and access, trouble shoot to solve problems and resolve issues.
- Understand and enforce the rules contained within the Vendor Handbook.
- Build and maintain positive vendor relationships. Accurately answer customer questions by being knowledgeable about vendor attendance, current weekly offerings, products, growing practices, and market currency.
- Be welcoming to community members, customers, volunteers, vendors, potential vendors, etc., and respond to their inquiries by providing information, or direct to other staff if needed.
- Oversee the information booth organization and manage POS operations during staff breaks.
- Assist with vendor vehicle traffic control before and after market.

Market Reconciliation

- Distribute currency collection packets to vendors and coordinate packet recollection. Teach vendors how to accept market tokens from customers and how to submit for reimbursement. Inform and correct vendors when they use or submit tokens incorrectly.
- Accurately reconcile market currency transaction, vendor token return and vendor fees. Make sure all money received is accurate, organized and ready for deposit.
- Accurately count and record all vendor fees and inform the market manager of any past due.
- Fill out reconcile documents and record Double Up Food Bucks data in a timely manner.
- Oversee accurate recording of token sale transactions and accounting, including beginning and ending token counts.
- Collect and track onsite donations to the market or the Double Up Food Bucks program.
- Track sales and inventory of MFM merchandise.
- Oversee the organization of the token and POS system. Keep track of required documents, monitor and improve recording systems, organize and set up tokens and all POS documents before market.

VOLUNTEER COORDINATION

- Develop and execute the volunteer program that helps the market run successfully with less burden to staff and vendors. This includes, but is not limited to, volunteer scheduling and training, market-day operations with volunteers, and volunteer appreciation.
- Generate volunteering roles and opportunities based on needs of staff and the MFM Board.

- Promote volunteering and recruit new volunteers via the MFM's via e-newsletter, social media, and website, and by participating in neighborhood events and meetings, partnering with social, civic, and local organizations, flyering, using volunteer opportunity websites, etc.
- Lead and manage communications with volunteers, including scheduling and a shift sign-up system.
- Screen potential volunteers and match them to organizational needs and opportunities. Work with the MFM board and staff to assure volunteers are welcomed and well-managed throughout the organization.
- Train volunteers on safe and efficient techniques for the roles they are fulfilling.
- Motivate and retain current volunteers by recognizing and celebrating their contributions in multiple ways.
- Maintain updated records on all volunteers.
- Research best practices for volunteer management, and create and update volunteer program materials: policies and procedures, applications, volunteer agreements, orientation handbooks, etc.

How to Apply:

Send a resume and cover letter to manager@montavillamarket.org by February 14th. Answer the following questions in your cover letter:

1. What is your experience with farmers markets and outdoor events?
2. How does your professional experience make you a good fit for the skill set required for this position?

Note: This job description is intended as a guideline only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment is terminable at will, with or without cause. Montavilla Farmers Market is an equal opportunity employer.