



Assistant Market Manager Job Description

Reports to: Market Manager

Location: Portland, OR

Compensation: \$16.75/hr at 36-20 hrs/wk; accrued PTO

Position summary

This position is responsible for the onsite infrastructure of the market, volunteer coordination, POS oversight and reconciliation both at market and during the week. 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.

Responsibilities

MARKET DAY DUTIES (7 hours/wk in peak season)

- 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
- Greet and manage volunteers
- 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.
- 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 (12 hours/wk in peak season)

- 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 (12 hours/wk in peak season)

- Develop and execute the volunteer program that helps the market run successfully. 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.

MISCELLANEOUS (5 hours/wk in peak season)

- Weekly check-in with market manager
- Monthly board meetings
- Market promotion
- Market development

Qualifications and Experience

- Excellent organizational, leadership and management skills
- Work well with a diverse group of people
- Demonstrated experience/interest in
 - Farmers markets
 - Volunteer coordination
 - Customer service
 - Numbers and spreadsheets
- Competency with Google docs and Excel spreadsheets
- Motivation to learn about and implement equity work within the farmers market

Work Environment and Physical Requirements

This position involves working outside, once a week or twice a month, year-round in varying weather conditions (ranging from sunny and hot to cold and wet) 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 for office work. All work outside of market hours will be conducted at the Assistant Market Manager's home or private office. This position will be responsible for token reconciliation off site, they will need to transport and store market POS and tokens.

Required Certificates and Licenses

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 a budget of 1080 hours at \$16.75/hour for the rest of 2021 (1500 hours annually). 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.

How to Apply

Send a resume and cover letter to manager@montavillamarket.org. Applications will be reviewed on a rolling basis, we encourage folks to apply early as this position is an imitate hire.

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.

