Market Manager, Personnel Specialist
Phinney Neighborhood Farmers Market

Status: Full-time exempt position, 40 hours per week
Compensation: $62,000-$64,000 based upon experience
Benefits: Employer-covered benefits package including medical, dental, and vision; 3 weeks PTO; and 401(k) match after 1 year.
Regular Hours: One regular weekend market day on-site and (remote) office hours four days per week. Occasional coverage at other markets is required.
Reports To: Director of Farmers Market Operations

ABOUT THE ROLE: The Market Manager, Personnel Specialist, is the face of the Phinney Neighborhood Farmers Market, working with peer Market Managers, Market Staff, vendors, and NFM Administrative team to plan and oversee all market operations. This role also leads scheduling, hiring, training, and onboarding of all NFM Market Staff. This position requires an individual with demonstrated administrative and people skills, a commitment to vendor and customer service, and an ability to maneuver quickly to solutions when things do not go as planned. This position is ideally suited for someone who is passionate about farmers markets and/or supporting producers.

As a key member of a collaborative and supportive Market Operations team you will: (1) manage the seasonal Phinney Neighborhood Farmers Market (actively runs June through September) and Market Staff at that market; (2) work alongside vendors, shoppers, and community partners to build, maintain, and strengthen collaborative relationships; (3) support the ongoing recovery of NFM farms markets and vendors from the COVID-19 pandemic, alongside opportunities for new growth and initiatives; (4) develop training, onboarding and support tools for Market Staff with the goal of creating a clear and consistent Market Staff experience across our seven markets.

MARKET OPERATIONS & MANAGEMENT
Market Preparation Duties:
• Develop and implement operational plans for each market day with the goal of working several weeks in advance using Farmspread and other management tools.
• Complete all tasks related to pre-season arrangements, opening day, ongoing market days, and end of season activities (including reporting) for your market.
• Coordinate with market vendors around scheduling, market-day stall placement, and other market details to support their participation and success in your market and address any issues as they arise. Work with fellow Market Managers for support, problem-solve, and communicate at weekly market operations meetings.
• Review and analyze market statistics and individual vendor sales totals on a regular basis to identify opportunities for increasing market attendance and vendor sales.
• Coordinate market adjustments to accommodate expanded opportunities for additional vendors, potential COVID-19 related restrictions, and community and other special events.

On-Site Duties:
• Develop, maintain, and work toward continuously improving a welcoming, inclusive, positive, and safe market atmosphere for vendors, staff, shoppers, and other community members.
• Supervise and/or implement set-up and teardown of the market site and layout including street closures, no-park permitting, signage, layout chalking, and general safety and cleanliness.
- Supervise Market Staff by delivering constructive, timely feedback - clearly and consistently enforcing duties and market expectations - and overseeing training as needed.
- Manage market in accordance with established NFM policies, make adjustments on-site as needed, and bring difficult decisions back to the weekly market operations meeting for collaborative discussion.
- Supervise food access programs on-site, maintain accurate records, and support the participation of both vendors and shoppers in food access programs.
- Supervise and implement the processing of vendor payments safely and accurately.
- Assist with on-site marketing initiatives including sponsorships and seasonal shopper programs.
- Facilitate the participation of nonprofits, musicians, community partners, and sponsor booths in the market through stall space and other on-site support as necessary.
- Purchase market equipment and supplies as needed, in line with market budget or with approval from Director of Business Operations if outside of annual budget.

VENDOR, SHOPPER, AND COMMUNITY RELATIONSHIP BUILDING
- Maintain positive and supportive vendor relations and communications, striving to balance vendor and market needs. Communicate vendor concerns and issues with administration and market management team.
- Ensure that NFM vendor policies are equitably and fairly implemented. Track vendor infractions, process fees, and maintain boundaries with vendors.
- Evaluate new vendor inquiries, process vendor applications, recruit new vendors, and recommend a market-specific vendor mix with an eye toward creating a market that is responsive and inclusive of community needs while supporting NFM markets as a whole.
- Ensure a welcoming, inclusive, and enjoyable market environment for shoppers, including staying knowledgeable about NFM’s mission, your market community, Washington State agriculture, and the products available at your market each week.
- Manage planned market events to increase shopper attendance and build community relationships.
- Actively represent NFM to community groups, local member/partner organizations, and businesses, and seek out opportunities for collaborative partnerships to expand and enhance the accessibility and inclusivity of your market.

PERSONNEL SPECIALIST DUTIES
- Develop Market Staff schedule on an annual and seasonal basis managing call outs, time off requests, and staff forecasting in accordance with principles outlined in NFM Personnel Handbook and annual budget. Regularly evaluate and update communication and tools to reflect changes.
- Lead hiring and onboarding of new Market Staff working with Market Managers to evaluate potential new hire, including setting up an onboarding plan and schedule.
- Conduct annual Market Staff reviews and Market Staff exit interviews.
- Develop training, onboarding and support tools for Market Staff with the goal of creating clear and consistent Market Staff experience across our seven markets.

REQUIRED SKILLS AND ATTITUDES:

Commitment to NFM’s mission and values:
- Passion for farmers markets as vibrant, inclusive community spaces bringing together Washington State farmers and local food producers with Seattle area residents.
- Commitment to working with farmers market vendors, shoppers, and community members to expand accessibility and inclusivity within local food systems.
- Commitment to equity and social justice and willingness to learn and engage in dialogue in alignment with NFM’s organizational priorities.

Experience planning and managing events and people:
- Event management experience including creation, logistics, and on-site management. Good spatial understanding for creating market layouts. Experience can be in a professional or volunteer capacity.
- Ability to problem solve, resolve conflict, maintain composure, and mediate issues as they arise.
- Leadership that promotes teamwork, empowerment, growth, and a positive work environment.
- Excellent verbal and written communication and computer proficiency in Outlook, Word & Excel.
- Experience working effectively with people from different cultural, economic, racial and religious backgrounds.
- Entrepreneurial spirit. Patience. Optimism. Clarity.

**Ability to fulfill the specific demands of this role:**
- Ability to work and maintain positive attitude in an outdoor environment in all weather conditions.
- Ability to work flexible work hours, including weekends, evenings and/or holidays.
- Ability to count money and do basic math in a busy environment.
- Physically able to lift 30-50 pounds safely.
- Access to reliable vehicle for transporting materials on market day.

**ADDITIONAL SKILLS AND EXPERIENCE:**
- Experience working with and/or in close familiarity with neighborhoods and communities across Seattle.
- Previous farmers market experience.
- Experience designing, leading, and/or implementing programs, and initiatives related to equity and social justice.
- Knowledge of and/or willingness to learn about Washington State agriculture, farmers markets, local food systems, and Seattle communities.

Please submit your resume and a one-page cover letter to hr@seattlefarmersmarkets.org no later than August 12th. Your cover letter should detail your qualifications and interest in the position, highlighting relevant experience in managing events, leading staff, developing relationships, and working in and alongside diverse communities as well as any other skills and experiences that you would bring to this role.

**About NFM:** Neighborhood Farmers Markets is a community-based 501c3 non-profit organization that has been operating farmer/food only markets in Seattle neighborhoods since 1993. NFM is committed to supporting and strengthening Washington’s small family farm businesses by creating and operating seven vibrant, successful neighborhood farmers markets. The markets provide a weekly community gathering place where shoppers can meet the people who grow their food, creating a strong connection between the farmers and the customers for a positive market experience.

The Neighborhood Farmers Market Alliance is an Equal Opportunity Employer. NFM encourages individuals who are BIPOC and/or LGBTQIA to join our team! We welcome applications from qualified individuals without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, pregnancy, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state, and local laws.