



## MARKETS PERSONNEL MANAGER

Updated August 2023

**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. Our producer-only farmers markets and food access programs ensure that fresh and local foods are accessible to all while providing vital economic opportunities for growers and amplifying their critical role in improving our regional food system. The Farmers Markets Team is made up of 10 full-time staff - the Senior Market Team - and over 50 part-time employees, including approximately 22 part-time year-round staff, 8 part-time seasonal staff, and 25 substitutes. This diverse team is made up of staff with varying backgrounds, experiences, and work histories and works at [markets](#) across DC, Northern VA, and MD (Silver Spring).

### WHO YOU ARE:

- Excited to be a part of an enthusiastic & collaborative team working to develop farmers markets as inclusive community spaces that provide food access while supporting regional farmers and food producers
- A strong supervisor & clear communicator who is able to support and manage a diverse workforce of hourly employees working autonomously across multiple locations; at least two years of experience successfully managing people - ideally a team - is required; experience managing a large team (10+) and/or managing unionized staff in a labor-friendly environment is a plus, but not required
- A self-directed, adaptable & agile decision maker; takes prompt action to find creative solutions
- Comfortable learning technology and skilled with using Google Suite, especially Google Sheets
- Customer service, retail, or food & agriculture education and/or experience required
- Farmers market, on-farm experience, or food safety manager and/or foreign language aptitude - specifically in Spanish, Chinese (Traditional), Chinese (Simplified) Chinese (Mandarin or Cantonese), Amharic, Vietnamese, and/or Russian - are plusses but not required

**WHAT YOU'LL DO:** The Markets Personnel Manager is responsible for leading the hiring, onboarding, training, and supervision of the hourly staff on the Markets Team. They are a member of the Senior Markets Team and report to the Farmers Market Senior Manager.

### Market Hourly Staff Supervision (40%)

- Supervise hourly Market Staff, Market Operators, and Substitutes; conduct 15 minute weekly or bi-weekly check ins with Market Staff & Operators, depending on employees' assigned schedules
- Direct Market Operators & Staff in their roles and responsibilities; provide clear expectations
- Collaborate with Markets Staffing Manager to ensure the markets team has all necessary resources, tools, & training materials
- In collaboration with Farmers Market Senior Manager, support development of supervisory and accountability plans & lead annual review process for direct reports

**Market Staff Hiring, Onboarding, & Training (20%)**

- Lead onboarding & training of all new Market Operators and Staff
- Make final hiring decisions for Market Operators & Staff; lead hiring process during off-peak hiring (April-December) & coordinate and contribute to process during peak hiring (January - March)
- Identify and fulfill needs for on-site training; create and maintain updated training curriculum

**Market Shift Management (15%)**

- Coordinate with the Markets Staffing Manager to approve timesheets; support weekly shift assignments and staff communication as needed
- Direct all Market Operators and Staff in completion of timesheets

**Market Operational Support (25%)**

- Serve on-call for 1 week per month; be available to promptly address any questions, issues, or emergencies that may arise regarding market operations
- Staff in-person market operations as needed
- Collaborate with Senior Market Team coworkers & HR on programmatic work and special projects

**THE PERKS:**

- Work alongside a group of collaborative, diverse, welcoming, and fun-loving coworkers
- Play a critical role on the team running the third largest farmer's market network in the nation
- Get access to an abundance of fresh produce and other exciting local products

**THE DETAILS:**

- This is a full-time, exempt position compensated with a salary of \$60,000 - \$70,000, DOE
- This employee will be expected to work Monday - Friday during normal business hours
  - Work will be required on weekends to visit markets, meet with stakeholders, provide on-call support, and provide staffing coverage for market operations, as needed. Weekend work will be more frequent during the main season (April-November). When weekend work is required, weekly schedules can be adjusted to accommodate.
- Administrative work may take place at the office in Downtown DC, or remote, with approval. At-market work may occur at any of [FRESHFARM's markets](#) and partner markets in DC, Northern Virginia, or Silver Spring. Some locations may be accessible by public transportation, and all area accessible by driving.
  - Access to a personal vehicle is preferred, but not required to, facilitate commuting to above locations
- All full-time employees receive 72 hours annual sick leave, 11 annual holidays (8 hours each), 3 floating holidays per year, and 80 hours of annual vacation leave (with increases after 3 years of service). Also eligible for 12 weeks paid parental leave, 2 weeks prenatal leave (through DC paid family leave), and bereavement leave (as needed)
  - Typically, FRESHFARM offices close for a 1 week winter break, which includes paid time-off for salaried employees.
- Eligible for 100% employer covered healthcare, disability & life insurance; generous employer coverage for vision & dental; employee assistance program (EAP); & can contribute to 403b plan (opt-in; roth or post-tax)

## PHYSICAL & OTHER REQUIREMENTS

- Must have the ability to: remain in a stationary position and/or move about the worksite while supervising, supporting, or visiting operations at farmers markets; work outdoors in all weather conditions; regularly load 50-100 lbs onto and off of a cart or dolly, with or without an assistive device; regularly push/move carts with equipment (~150-400 lbs), sometimes up to 650 ft.; Access to personal smartphone required; \$25/month tech stipend provided for use
- This role requires access to a laptop with 8GB RAM and webcam. FRESHFARM will provide a triennial stipend of \$1000 to maintain or to purchase such a personal device, if needed.

## HOW TO APPLY:

- If interested, please [complete the application form](#), which includes a space to upload your resume and answer a few questions about your interest and qualifications. Applications received by September 5th will be treated with priority.
- Applicants who are advanced should expect to participate in two interviews and complete a short task to assess their skills. They will also be asked to provide two professional references.

## 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.