



# FRESHFARM

nourishing our food future

**MARKET OPERATOR** (*Saturdays; H Street NE, DC*)

**MARKET STAFF** (*Saturdays; Monroe St NE, DC*)

Updated November 2024

**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 vital role in improving our regional food system.

**WHO YOU ARE:**

- Excited to work outdoors at local Farmers' Market as a part of an enthusiastic & collaborative team
- A creative and flexible problem solver who is proactive and communicates clearly
- Passionate about creating inclusive spaces for the community to enjoy and access local food and support regional farmers and food producers
- Previous experience in customer service, retail, food or agriculture, or foreign language aptitude, specifically Spanish and Chinese (Mandarin or Cantonese), is a plus, but not required

**WHAT YOU'LL DO:** Market Staff are the face of FRESHFARM at markets. They play a key role in the success and growth of markets and work as part of a team in a fast-paced and dynamic environment. Market Staff are assigned to one or more markets consistently, and Substitute Market Staff fill in open shifts as needed at [any of our 20+ markets](#). Market Staff & Substitutes report to the Market Personnel Manager.

**Operations**

- Execute day-to-day operations of markets, including transporting equipment and supplies, supporting partners & sponsors, coordinating set up & breakdown, and administering transactions; Operators take on additional operations management duties
- Support administration of food access programs and promotional & fundraising events; Operators take on additional program coordination duties
- Enforce rules & regulations fairly and consistently with all farmers and producers
- Ensure the safety of markets by enforcing safety rules, securing the market site, de-escalating and resolving conflict, and involving the Senior Markets team as needed
- Market Operators: support management of volunteers and other staff and support the outreach and promotion plan for markets
- Provide substitute coverage and assist with other market-related tasks and projects as needed

**Administration & Finance**

- Assist with (Market Staff) or Ensure (Market Operators) accurate and timely submission of various market reports & logs
- Support monitoring of market statistics, including sales, market fees, and customer counts
- Attend weekly Market Team meetings, check FRESHFARM email regularly, and attend other meetings as required based on assigned projects.

**Customer Service & Communication**

- Maintain and create an extraordinary customer service experience for the the public & farmers
- Communicate FRESHFARM's purpose and mission to the public
- Market Operators: Act as a liaison between FRESHFARM and farmers and producers; ensure positive and effective communication & support.

- Work to develop familiarity with the farmers and producers, the neighborhood, the local population, and community partners to create a vibrant and welcoming environment for all.

#### THE PERKS:

- Get first hand experience working directly with farmers, producers, and local communities, and learn about DC's local food system along the way
- Work with a collaborative, diverse, welcoming, and fun-loving team
- Get access to an abundance of fresh produce and other exciting local products

#### THE DETAILS:

- **Market Operator:** this is a part-time, non-exempt position currently scheduled for 8 hours per week; hours for this role range from 8-40 hrs/week pending assigned [markets](#) & substitute shifts assigned
  - **Current Open Shift: [H Street](#), Saturdays from 7am-2pm**
  - This is a unionized position in a Bargaining Unit represented by UFCW Local 400
  - This position is paid at a starting rate of \$21/hr\*
    - \$0.50/hr increase on employee's 1st & 2nd anniversaries; \$0.15/hr increase on 3rd
    - \$0.15 / hr increase on 1st & 2nd anniversary of the Collective Bargaining Agreement

*\*If professionally fluent in Spanish and/or Mandarin, employee will receive an additional \$0.35/hr*
- **Market Staff:** this is a part-time, non-exempt position currently scheduled for 8 hours per week; hours for this role range from 8-40 hrs/week pending assigned [markets](#) & substitute shifts assigned
  - **Current Open Shift: [Monroe Street](#), Saturdays from 8am-2pm, beginning in Jan. 2025**
  - This is a unionized position in a Bargaining Unit represented by UFCW Local 400
  - This position is paid at a starting rate of \$20/hr\*
    - \$0.35/hr increase on employee's 1st & 2nd anniversaries; \$0.15/hr increase on 3rd
    - \$0.15 / hr increase on 1st & 2nd anniversary of the Collective Bargaining Agreement

*\*If professionally fluent in Spanish and/or Mandarin, employee will receive an additional \$0.35/hr*
- Employees in these positions must also be available to work at the FRESHFARM office downtown (required for onboarding); most other admin work can be done remotely
- Part-time employees will receive 40 hrs annual sick leave after 90 days of tenure, pro-rated for the portion of the year they are hired; in 2025, sick leave will be accrued (1 hr/28.5 hrs of work)
- All employees accrue vacation (1 hr/26 hrs worked); increases in accrual rate after 3 & 6 yrs tenure

#### PHYSICAL & OTHER REQUIREMENTS

- Must have the ability to: remain in a stationary position and/or move about Market for up to 9 hours per workday; work outdoors in all weather conditions, up to 9 hours per workday; 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.; set up market equipment including putting up pop-up folding tents and folding tables
- Access to a personal cell phone, required; \$25/month cell phone stipend provided
- Access to a vehicle is a plus, but is not required (must be able to reliably commute to/from markets)
- Fully vaccinated against COVID-19 or willing to acquire & submit weekly COVID-19 test results

#### HOW TO APPLY:

- Complete a job application via this link: [bit.ly/FFMarketStaff](https://bit.ly/FFMarketStaff). No resume or cover letter needed!
- Applications are reviewed on a rolling basis; candidates selected to move forward should expect to have a 1 hour virtual interview and 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.