



Position Title: Farmers Market Manager
Education: Two to four years higher education or equivalent professional experience
Employment Type: Full-time

The Campaign Against Hunger (TCAH) started in 1998 as a small traditional food pantry operating out of a church's basement in Bedford Stuyvesant, Brooklyn. Today, TCAH is one of the most robust anti-hunger advocates in New York City. As one of the few nonprofit agribusinesses working to advance food equity, we are expanding our urban farming initiatives to provide critically-needed food to communities in need throughout the city.

Position Summary: TCAH's Farmers Market Manager is a new position that will collaborate closely with the Agro Business Director / Chief Operating Officer (COO) and will be responsible for managing the Fresh Vibes Coordinator and On-Site Market Coordinator. The Farmers Market Manager must be reliable, self-motivated, and have good communication and customer service skills. The ideal candidate will be an enthusiastic advocate with an unwavering commitment to TCAH's hunger relief and food justice mission. The incumbent will be responsible for overseeing the many tasks that must be completed for the Farmers Markets success. The Farmers market manager is the on-site person in charge at the market. They prepare vendors locations and equipment for each market, lead, set-up/tear-down, and oversee sales and services.

The Farmers Market Manager builds and maintains positive relationships with vendors, community partners, neighboring businesses and shoppers to create a safe and vibrant gathering place where vendors can prosper. The Farmers Market Manager has a thorough understanding of TCAH's mission and goals and keeps informed of best practices for areas of specialty by collaborating with other organizations, participating in conferences and conducting research. The Farmers Market Manager is comfortable leading and working in a team environment to communicate ideas, identify potential problems, provide feedback and offer creative solutions. They are responsible for enforcing policies and assuring smooth and safe operations of markets. This position will have hiring/firing responsibility, and Works closely with the Agro Business Director / COO to provide market crew and volunteers with open communication and ongoing feedback for a comfortable, productive work environment.

Successful Farmers Market Managers possess strong customer service skills, and ability to work under time constraints, excellent conflict resolution skills, a positive and team-minded attitude and the ability to think on their feet in a fast paced environment. This is a physical, public facing, outdoor job and requires the ability to lift equipment weighing up to 50 pounds, step up and down out of a truck, set up canopies, and carry large boxes and provide first responder support in emergencies.

FARMERS MARKET MANAGER RESPONSIBILITIES

Logistics

- Understand the needs of market participants to create a booth layout designed for success
- Ensure all necessary equipment/supplies are transported to market and are in good working order
- Ensure complete and attractive market set-up/tear-down; includes assuring safety, accessibility and trash removal
- Accurately convey vendor attendance and market logistics to staff, volunteers and the public
- Direct safe traffic of vehicles operating on and around market site

Vendor Relations

- Create supportive relationships with vendors, be familiar with their products and practices and promote their success
- Troubleshoot, solve problems and resolve conflicts as presented
- Manage scheduling and communicate logistics with vendors in advance of market attendance
- Work closely to curate balanced, successful marketplaces
- Coordinate with other staff to recruit and on-board vendors as needed
- Create policies and procedures

Teamwork & Leadership

- Assist Agro Business Director / COO in hiring and training market staff
- Provide guidance and leadership to market staff and volunteers regarding customer service, market logistics and compliance
- Work collaboratively to improve and expand efficiency of operations
- Contribute to the inclusivity of our markets and culture by engaging positive relationships

Sales, Data Tracking & Reporting

- Accurately track market tokens, merchandise and vendor payments and reconcile each form of income at the end of the market day
- Set up eye-catching display of TCAH merchandise for sale at market booths
- Track and record vendor attendance, shoppers counts and gross sales data
- Complete mandated monthly cash/credit, SNAP, FMNP, Healthy Bucks and Farmers Market Vouchers reporting

MARKET OPERATIONS / CUSTOMER AND COMMUNITY RELATIONS

- Arrive 1 ½ hours before the market start time to lead market set up and stay at least one hour past closing time to oversee breakdown, load out and clean up
- Set up welcome booth, tent, table and display
- Place directional signs promoting the market around the community at key locations prior to opening on each market day; remove at the close of market
- Coordinate vendor parking/setup to ensure vendors are in the correct place
- Build relationships and maintain professional contact with vendors, neighbors, partners, entertainers, sponsors and other market affiliates
- Educate shoppers about methods of payment accepted at the markets including cash/credit, SNAP, FMNP, Healthy Bucks and Farmers Market Vouchers
- Assist with marketing and promotion of the farmers market by attending neighborhood meetings, distributing flyers and other community relationship building
- Work closely with the TCAH Team to identify possible partnerships and outreach opportunities
- Vendor recruitment
- Occasionally assist vendors by providing limited setup help and brief personal breaks and by assisting vendors with sales during busy times
- Report complaints and relevant comments to the Agro Business Director / COO in a timely fashion

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Two to four years higher education or equivalent professional experience
- Two to three years of leadership experience with farmers markets, event management, customer service or other related work
- Two to three years of experience with direct customer service or sales
- Two to three years of experience working outdoors in various weather conditions



- Embody TCAH's equity philosophy and commitment to implementing diversity and inclusion practices
- Ability to repetitively lift 50 lbs.
- Able to walk and stand for several hours at a time
- Access to personal vehicle or car share
- Valid driver's license, ability to safely drive a 20 ft. panel truck and ability to pass driving record review conducted by TCAH's insurance company
- Thorough and respectful verbal and written communications skills
- Detail oriented with regard to market sales reconciliation, data tracking and reporting
- Comfort working with online data bases, social media platforms and proficiency with Microsoft suite of applications
- Experience leading and working in a team environment
- Ability to understand rules and comfort holding others accountable
- Passion for local food and farms; knowledge of community food systems a plus
- Sense of humor and ability to go with the flow in fair and foul weather conditions