



150 Spruce St.
Manchester, NH
www.freshstartfarmsnh.com

Food Access Coordinator Job Description

Location: Fresh Start Food Hub in Manchester, NH

Terms: Full-time, April - October 2023, primarily daytime hours; possibility to transition for year-round depending on programmatic development over the initial term of the role

Compensation: Compensation will be commensurate with applicant's skills and experience, from \$18.00-20.00/hour with benefits (medical, dental, accrued paid time off, and paid holidays)

Start Date: April 10, 2023

Reports to: Food Access Manager

About ORIS: The Organization for Refugee & Immigrant Success (ORIS) is a non-profit community-based organization with a mission to aid in the resettlement of refugees and immigrants in New Hampshire by providing assistance, training, resources, and opportunities that promote self-sufficiency. ORIS programs support new Americans to hone their strengths and transform barriers as they integrate into and become leaders within their communities. ORIS programming includes the New American Sustainable Agriculture Program (NASAP) farmer training and business development, food access initiatives, Healthy Families victim advocacy and case management, youth development, and workforce development.

About Fresh Start Farms: Fresh Start Farms is a collective brand for farmers participating in the New American Sustainable Agriculture Program. The Fresh Start Food Hub opened in 2020 and organizes and actively manages the aggregation, distribution, and marketing of produce from Fresh Start Farmers and other local producers. The food from the Fresh Start Food Hub is distributed through a CSA/farmshare, a mobile market, wholesale accounts, and a new retail market located at the Hub.

Job Overview: The Food Access Coordinator will play an essential role in the implementation of food access programming by operating the Mobile Market and distributing food for the Healthy Corners program. The Mobile Market is a farmers market on wheels, offering a convenient and affordable place to purchase fresh food. The Healthy Corners Program expands food access by enabling neighborhood convenience stores to procure and sell fresh fruits and vegetables. This is an exciting opportunity to be part of an innovative, impactful, and community-driven organization, while building a more vibrant, inclusive, and thriving local food system.

Key Responsibilities:

Distribution and Operation

- Drive Mobile Market to regular stops at apartment buildings and community sites throughout Nashua, Manchester, Concord (3 days per week, May - Sept)
- Oversee and operate Mobile Market tasks such as running the cash register, running P.O.S. system accepting cash, credit and SNAP/EBT, helping customers shop, conducting inventory counts, and daily opening & closing procedures
- Drive Fresh Start Farm vehicles to deliver and manage produce at Healthy Corner stores (1 day per week, year round)
- Provide technical assistance to Healthy Corners stores enabling them to be successful in the project including but not limited to helping rotating stock and identifying top sellers
- Coordinate with the Food Access Manager to donate unsold and gleaned produce for local pantries and value-added production
- Maintain timely data collection from food access programs to ensure accurate reporting
- Assist with other Fresh Start Farms and ORIS duties and special projects as assigned
- Assist in packing produce into FarmShare boxes according to weekly orders
- Maintain timely data collection to ensure accurate reporting

Customer Service and Community Partnerships

- Collaborate with Community Ambassadors and volunteers at the Mobile Market to assist customers and set-up market
- Provide personable and proactive service to all customers, community partners, and other stakeholders at markets
- Distribute customer surveys at Mobile Market and Healthy Corner stores to gain understanding of community needs and feedback
- Attend community events with Mobile Market and share mission and story of ORIS and Fresh Start Farms to customers at Mobile Market
- Connect Mobile Market customers to community resources as needed such as SNAP application assistance etc.
- Build relationships with store owners in Healthy Corners program to collaborate in program implementation

Qualifications:

- 1-2 years' experience driving, community outreach, food systems work, customer service or other relevant fields
- Exceptional time management, customer service, and organizational skills
- Demonstrated ability to engage with diverse communities and partners in a sensitive and competent manner
- Demonstrated ability to collect data and keep accurate, meticulous records
- Interest in food systems/food access, sustainable agriculture, community development, and/or issues impacting new American communities
- Must have a valid driver's license, clean driving record, and be comfortable driving a van/truck and a trailer
- Ability to lift and carry a minimum of 50 pounds and ability to load and unload trucks quickly and efficiently
- Ability to use a GPS, delivery route phone app, and navigate delivery routes

- Intermediate English proficiency (ability to verbally communicate with staff and customers, read produce orders and delivery routes, and assist with other operations as needed)
- Comfort with technology platforms and software, including troubleshooting issues as they arise.
- Proficiency in another language will be considered an asset (Kinyarwanda, Kirundi, Maay Maay, Nepali, Spanish, Swahili etc.). Multilingual candidates are highly encouraged to apply.
- Candidates with first-hand or lived experience in new American communities are especially encouraged to apply.
- Experience selling at farmer's markets or other local food system market channels is preferred but not required

ORIS is an equal opportunity employer. To apply, please send a resume and cover letter expressing your interest in the position to Freshstartfarms@refugeesuccess.org. Applications will be reviewed on a rolling basis.