



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

Food Distribution Coordinator

Job Description

Location: Fresh Start Food Hub in Manchester, NH

Terms: Full-time, year round, primarily daytime hours

Compensation: Compensation will be commensurate with applicant's skills and experience, from \$17.50-19.50/hour with benefits (medical, dental, accrued paid time off, and paid holidays)

Start Date: Negotiable

Reports to: Food Hub Operations 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 Distribution Coordinator will play an essential role in the operations of the Fresh Start Food Hub and be responsible for implementing ORIS's Healthy Corners Program and assisting the Operations Manager with food procurement and distribution. The Healthy Corners Program is focused on assisting neighborhood convenience stores with procuring and selling fresh fruits and vegetables for customers. 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:

- Develop and maintain relationships with corner store owners, staff and the wider community, beginning in Manchester and expanding to Concord, then Nashua over the next three years;

- Provide technical assistance to corner stores enabling them to be successful in the project including but not limited to helping rotating stock, identifying top sellers;
- Develop Healthy Corners marketing materials, press releases and social media/newsletter content to promote the program in accordance with funder designations;
- Manage execution of Healthy Corners MOUs for equipment leases and terms of payment with corner stores;
- Make sales to Corner Store accounts, collect orders and coordinate with the Food Hub Operations Manager to ensure accurate and timely delivery;
- Deliver exceptional and proactive service to customers, including answering questions and providing informational materials;
- Coordinate with the Food Access Coordinator to donate unsold and gleaned produce for local pantries and value-added production;
- Manage data collection and ensure accurate reporting to internal and external partners.
- Coordinate and conduct food orders from mid-tier vendors and producers
- Assist packing produce into FarmShare boxes according to weekly orders
- Drive FSF's vehicles to receive and deliver Food Hub product from local vendors
- Operate the retail market and complete tasks such as running the cash register, helping customers, conducting inventory counts, and daily opening & closing procedures
- Maintain a clean and safe working environment at the Hub
- Troubleshoot any logistical or other problems that arise
- Provide personable and proactive service to all customers, community partners, and other stakeholders
- Assist with other Fresh Start Farms and ORIS duties and special projects as assigned

Qualifications:

Required

- 1-2 years' experience in selling at farmer's markets or other local food system market channels, community outreach/organizing/development, food systems, customer service or other relevant fields
- Exceptional time management, customer service, and organizational skills
- Exceptional interpersonal, communication, and customer service 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
- Ability to both collaborate as a team and be self-motivated working with minimal supervision
- 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
- 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)

Preferred

- Comfort with technology platforms and software, including troubleshooting issues as they arise.
- ServeSafe Certification or willingness to gain
- 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.

The Organization for Refugee and Immigrant Success is an Equal Opportunity Employer.

All interested candidates should send their cover letter and resume to Operations Manager, Sarah Wiggins, at swiggins@refugeesuccess.org.