



150 Spruce St.  
Manchester, NH  
[www.freshstartfarmsnh.com](http://www.freshstartfarmsnh.com)

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## Fresh Start Market Manager Job Description

**Location:** Fresh Start Food Hub in Manchester, NH

**Status:** Full time (40 hours per week), hourly

**Compensation:** \$20-22/hour, commensurate with experience with benefits (medical, dental, accrued paid time off, and paid holidays)

**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 NASAP, a project of ORIS. 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, a retail market located at the Hub, and other food access initiatives.

**Job Overview:** The Market Manager will provide leadership for the Fresh Start Market brick and mortar retail space located at the Fresh Start Food Hub. Currently Manchester's only Double Up Food Bucks retailer (all fruits and vegetables are 50% off with SNAP/EBT), the Fresh Start Market is poised to be a local food shopping destination in southern New Hampshire with a special focus on culturally appropriate foods and community-based nutrition education. Through surveys and assessments, the Market Manager will engage with the local community to determine how the market can best serve the neighborhood to provide fresh and affordable foods, promote and improve individual and community health, and serve as a community space. 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 Roles and Responsibilities**

- Engage with the local community to determine store offerings (hours/products/events)
  - Co-develop and lead monthly community focus groups
  - Develop and administer customer surveys
  - Interpret, evaluate, and share data
- Develop marketing and outreach materials, campaigns, promotions and events (pop-ups, demos, tastings, etc.) that will reach the target audience and generate demand - specifically targeting SNAP recipients and new American communities
- Operate the Fresh Start Market
  - Run the cash register, assist customers, and conduct daily opening & closing procedures
  - Select and procure products
  - Set hours and schedule
  - Train and manage store staff
  - Manage inventory, POS system, pricing and specials
  - Support business planning, reporting and data tracking
- Represent ORIS and FSF in collaborative meetings with partners and at community events
- Recruit, mobilize, engage, train market volunteers
- Develop and pilot value-added/prepared food offerings/programs with a focus on food waste capture
- Develop and pilot experience based revenue streams ie; pop up dinners, events, cooking demos/tastings, school groups
- Develop and implement a customer loyalty program
- Support general Food Hub operations as needed including receiving products, packing/distribution and other tasks as assigned
- Possibility of weekend/evening shifts depending on needs of the community

## **Qualifications:**

- 2-3 years' experience in community outreach/organizing/development, food systems, customer service or other relevant fields
- Exceptional interpersonal, communication, and customer service skills
- Demonstrated ability to engage with diverse communities and partners in a sensitive and competent manner
- Enthusiastic and dynamic individual who is passionate about food systems/food access, sustainable agriculture, community development, and/or issues impacting new American communities
- Proficient computer skills and comfortable using POS/inventory management systems and various software applications such as Canva, Google Docs/Sheets, etc.
- Ability to both collaborate as a team and be self-motivated working with minimal supervision

- Must have a driver's license and clean driving record
- Ability to lift 50 pounds
- Experience selling at farmer's markets or other local food system market channels is preferred but not required
- Proficiency in another spoken language will be considered an asset (Spanish, Kinyarwanda, Kirundi, Maay Maay, Nepali, Swahili etc.) and multilingual candidates are highly encouraged to apply.
- Candidates with first-hand or lived experience in new American communities are especially encouraged to apply

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