



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

Mobile Market Coordinator Job Description

Location: Fresh Start Food Hub in Manchester, NH

Terms: Full-time, seasonal in-person position from April - October 2024. Monday through Friday, with occasional evenings and Saturdays (35-40 hours weekly).

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, 2024

End Date: October 2024

Reports to: Food Access Manager

About ORIS & Fresh Start Farms

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. Fresh Start Farms is a project of ORIS that organizes and actively manages the aggregation, distribution, and marketing of produce from Fresh Start Farmers and other local producers. Food from the Fresh Start Food Hub is distributed through a CSA/farmshare, a mobile market, wholesale accounts, and a retail market located at the Hub.

Job Overview

Our Mobile Market brings fresh, local, and affordable food closer to low-income neighborhoods in Manchester and Concord. The Market accepts SNAP and utilizes Double Up Food Bucks (DUFEB) incentives which allows customers to significantly stretch their dollar without having to worry about public transportation costs and schedules, childcare, and other barriers. The Mobile Market Coordinator position requires a versatile set of skills, including food handling, inventory management, and ensuring that our customers have a dignified, convenient and reliable shopping experience. We seek an individual who has an unwavering enthusiasm for promoting fresh produce, fostering community connections, and advocating for food equity.

Key Responsibilities

The Mobile Market Coordinator will work with the Food Access Manager to operate the Mobile Market and, as part of a cross-functional team, will support general Food Hub activities, including:

- Providing friendly, efficient, and courteous customer service to maintain a positive experience for market customers.
- Loading produce onto the Mobile Market and arranging them on shelves for display.
- Checking produce quality and ensuring that it meets standards.
- Helping customers with produce and product selection, recipes, etc. to inform their purchases
- Managing the register for all Mobile Market sales, including cash, credit, debit, and SNAP/EBT transactions, along with appropriate discounts and/or coupons.
- Bagging and restocking produce as needed.
- Receiving food deliveries to the Food Hub and organizing them in the walk-in coolers.
- Conducting inventory checks and completing online inventory reports to ensure that products are adequately stocked.
- Cleaning the Mobile Market vehicle and trailer to align with food safety and customer standards
- Acting as an educator for SNAP/EBT, DUFEB and other local/state/federal public benefits that increase people's purchasing power (appropriate training will be provided).
- Driving a 9-foot cargo van with an attached trailer (16 feet long) to regular stops and community sites throughout Manchester and Concord.
- Working with volunteers to deepen connections with customers and the broader community.
- Coordinate with the Food Access Manager to donate unsold and gleaned produce for local pantries.
- Maintain timely data collection to ensure accurate reporting.
- Assist in packing produce into FarmShare boxes according to weekly orders.
- Support weekly stocktakes and inventory reconciliation in the Food Hub
- Assist with other Fresh Start Farms and ORIS duties and special projects as assigned.

What we're looking for

- You embrace working within diverse community settings and with a strong sense of social justice.
- You understand and are prepared to troubleshoot emergent issues/challenges that come along, particularly when working with vulnerable populations. Additional training will be provided.
- 1-2 years' experience in non-profits, community outreach, customer service, food/grocery retail or food service, or other relevant fields.
- Exceptional time management, customer service, and organizational skills.
- Demonstrated ability to collect data and keep accurate, meticulous records.
- Interest in food security and access, local food systems, sustainable agriculture, community development, and/or issues impacting New American communities.
- Experience operating farmer's markets is a plus.

- Have the drive to show up and do the work in very hot and very cold conditions, remembering that the work that we do is important and necessary.
- Grit - you're willing to get your hands dirty, comfortable with some heavy lifting.
- Being multilingual (Congolese, French, Kinyarwanda, Kirundi, Maay Maay, Nepali, Spanish, Swahili etc.) is a huge plus.
- First-hand or lived experience as a New American is a plus.

Requirements

- A valid driver's license and a proven track record of operating a vehicle safely with no major violations on your record; clean background check.
- Comfort driving a van/truck and a trailer.
- Ability to lift and carry 50 pounds on a regular basis.
- Work collaboratively across the Fresh Start Food Hub team.
- 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).
- Proficiency with Google Workspace (Gmail, Drive, Sheets, Calendar), and comfort with other technology platforms and software, including troubleshooting issues as they arise.
- Ability to work a flexible schedule Monday through Friday, with occasional evenings and Saturdays (35-40 hours weekly).
- Ability to work in wet, hot, and cold environments.
- Positive attitude and love for food and people.

How to Apply

To apply, please send a resume and cover letter expressing your interest in the position to shorrigan@refugeesuccess.org. Applications will be reviewed on a rolling basis.

ORIS is committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, or Veteran status.