

TEXAS FARMERS' MARKET

JOB DESCRIPTION

Position Title: Director of Operations

Classification: Full-time, salaried

Reports to: Executive Director

Direct Reports: Operations Manager

Position Summary:

The Director of Operations oversees and completes a wide variety of operational, administrative, and managerial functions for Texas Farmers' Markets, conducting two markets in Austin, Texas. The Director of Operations refines systems to enhance the efficiency of the market, maintains vendor relations, performs administrative tasks, supervises the Operations Team, direct service staff (DSS) and oversees Food Access programs. There may be need for hours beyond the regular workday, or outside the target scope of 40 hours per week.

Major Responsibilities:

Operations and Administration

- Acts as point of contact for vendor, customer service, and all other immediate issues at each market. Maximizes procedures for set-up through break-down of market to ensure ease of operation. Creates a safe, clean, enjoyable market experience for all vendors and shoppers.
- Vendor Relations – Manages market layouts (placement of vendors, events, etc.) to maximize market experience and vendor success. Communicates with and is accessible to vendors throughout the week and sends recurrent correspondence to vendors with important notifications. Provides at market counseling on logistical and customer service issues. Enforces attendance/payment/general rule violations by vendors. Retrains and updates vendors at annual meetings. Assists vendors in health code permitting and compliance.
- Develops and maintains an Operations budget. Improves spending by reviewing procurement and tracking expenditures. Monitors and repairs equipment including scheduled maintenance
- Maintains and renews permits, licenses, registrations, and regulatory documents as needed
- Makes record of observations from markets. Improves systems that track metrics, provides data for evaluation and reports including customer and vendor satisfaction and crowd counts. Inputs data to support grant funding.
- Attends and leads regular meetings. Contributes to weekly conference calls and annual board and planning meetings
- Collaborates with Director of Marketing and Agriculture on creating signage and attractions to draw shoppers (including content that warrants social media distribution).

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- Aids in vendor recruitment, manages collection of prospective vendor samples and attends farm and ranch verification visits as needed.
- Assists with and operational support for the Austin Fermentation Festival.
- Perpetuates positive relationships with site partners and abides by city codes according to location.
- Represents Texas Farmers' Markets and delivers original presentations at conferences and other related functions.
- Assists in managing Texas Farmers' Markets phone line, responding to inquiries.
- Strives for growth through professional development and networking.

Staffing and Management

- Directly supervises the Operations Manager and direct service staff (DSS). Develops and implements an effective staffing structure that contributes to employee satisfaction and retention. Employs staff for additional labor as needed.
- Recruits and hires a diverse Operations Team. Conducts thorough interviews and checks references. Onboards new hires and collects appropriate tax information and paperwork.
- Orients new staff, arranges thorough training, and provides supplementary training materials where applicable. Approves timesheets and ensures check/payments are distributed.
- Provides direct and immediate feedback to both vendors and staff. Thoughtfully approaches vendor and staffing related issues, tracks conversations to identify patterns and take further action when needed. Retrains, holds review sessions, and meetings as necessary to keep all individuals well informed and high performing
- Recruits and engages volunteers. Schedules, greets, and conducts onsite training. Supports participants and works towards long-term and repeat volunteers.

Development

- Grant writing, research and reporting support to ED
- Facilitates thank you letter and other donor acknowledgements
- Seeks out and assists ED and Director of Marketing and Ag with corporate sponsorship opportunities

Food Access

- Directly supervises Operations Manager in the implementation of the SNAP (Supplemental Nutrition Assistance Program), WIC (Women, Infants, Children), Double Dollars, and FMNP (Farmers' Market Nutrition Program) at all markets with the assistance of the Sustainable Food Center.
- Provides oversight for all Food Access programming at markets. Ensures staffing requirements are maintained. Finds qualified candidates with support of the Sustainable Food Center and confirms prospective candidate's proficiency in Spanish.
- Submits reimbursement request through SFC partnership.
- Seeks opportunities to expand, develop, and grow Food Access programming for the markets.
- Accountable for maintaining the cellular data plans associated with Food Access.

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- Reports Food Access progress to TFM leadership team and board at regular meetings.

Knowledge, Skills, and Abilities:

- Excellent verbal, written, interpersonal and communication skills
- Attentive to details and displays a strong aptitude for organization
- Strong customer service skills- displays enthusiastic, outgoing, and helpful behavior
- Team oriented as well as self-motivated
- Good analytical skills- able to creatively problem-solve
- Ability to initiate tasks and coordinate projects through completion with minimal management
- Aptitude for prioritizing tasks and showcasing flexibility in the event of a change
- Model ethical and professional integrity
- Comfortable working with numbers, bookkeeping and POS technologies
- Strong skills in MS Office, Dropbox, and G-Suite
- Willingness to learn and expand job skills
- Flexible time schedule to accommodate variable hours and market activities a must
- Competency in Spanish desired but not mandatory

Education/Experience:

- Bachelor's Degree or higher preferred
- 3+ years work experience in relevant work, preferably Farmers' Markets or nonprofits
- Minimum five years experience in people management

Physical Requirements:

- Must be able to work in field and at the markets that operate rain or shine
- Should be able to lift ~50 lbs. and stand, walk, or sit for prolonged periods of time

Compensation and Benefits: Texas Farmers' Markets provides employees with generous benefits, paid time off, and a flexible and supportive work environment. \$43,000 - \$48,000 annual salary, depending on experience.

Equal Opportunity Employer:

Texas Farmers' Market provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

To Apply: To apply, please email a cover letter and resume with subject line Director of Operations Application to ed@texasfarmersmarket.org.