

TEXAS FARMERS' MARKET
JOB DESCRIPTION

Position Title: Operations Manager

Classification: Full-time, salaried

Reports to: Director of Operations

Direct Reports: Market Coordinator, Direct Service Staff (DSS), and Food Access Associates (FAA)

About:

Texas Farmers' Markets is a non-profit organization established in 2010 that helps to support a local food system through the operation of our two weekly farmers markets: Saturdays at Lakeline Mall and Sundays at the Branch Park Pavilion in Mueller. Our markets are some of the most popular and successful in the state of Texas. We provide a vibrant marketplace for over 120 local farmers, ranchers, food producers and artisans to share their products with thousands of Austinites each week. Our markets also provide a lively community space for friends, family and neighbors to gather around local produce, tasty prepared foods, live music and activities for the whole family.

Position Summary:

The Operations Manager is a key position and helps complete a variety of operational and administrative tasks that keep our markets running smoothly. The Operations Manager performs regular duties including but not limited to data entry, financial reconciliation, onsite staff management, and physical labor. The Operations Manager identifies and capitalizes on any and all opportunities to streamline market operations and help improve the markets. This position is required to work outdoors at the markets on Saturdays and Sundays with an amazingly dedicated group of direct service staff and our incredible vendors. This position works 40 hours a week with some ability to flex work times outside of market days on Saturday and Sunday.

Major Responsibilities:

Operations and Administration:

- Coordinates the weekly operations of two farmers' markets one on Saturday and one on Sunday. Coordinates special events as necessary.
- Is onsite from beginning of set-up to end of market break-down and may include administrative work after-market days.
- Supports TFM staff by coordinating supplies and working onsite during special events or as stand-in for Operations Team positions.
- Supports the Marketing Team by managing logistics for special events.
- Manages and trains direct service staff and volunteers with oversight from the Director of Operations. Creates a monthly schedule, accommodates time-off requests and communicates to DOO regarding the ebb and flow of market staffing needs.
- Creates and maintains market staff employee handbook.
- Assists with vendor relations through weekly operational layouts and vendor

communications related to market days.

- Records and reports attendance/payment/general rule violations by vendors as communicated by DSS Staff.
- Reviews, files, and maintains weekly market documents and forms.
- Manages Texas Farmers' Markets mail and PO Box, checking weekly and delivering to appropriate staff.
- Updates emergency call lists and implements safety precautions.
- Responsible for Operations purchasing with supervision of the Director of Operations.
- Maintains and is responsible for company credit card.
- Manages storage facilities and completes regular inventory of all market supplies in trailers and offsite units.
- Monitors equipment for necessary repairs and scheduled maintenance.
- Helps reconcile financial records.
- Aids in vendor recruitment and attends farm and ranch verification visits as needed.
- Vendor admissions support including coordinating nonprofit guest vendors.

Administration:

- Plans and executes data collection projects at market.
- Interprets and analyzes data to further organizational missions, expansion, or funding requests.
- Obtains Food Managers certification and tracks DSS Food Handler's certifications, prompting renewals when necessary.
- Obtains Traffic Safety Certification as required by City of Austin Event Permit.
- Obtains accurate and current required certificates and licenses of vendors, e.g. organic certification, health permits, food handlers, liability insurance, etc.
- Assists with vendor account management and invoices.

Food Access:

- Responsible for implementation of the SNAP (Supplemental Nutrition Assistance Program), Double Dollars, and FMNP (Farmers' Market Nutrition Program) at all markets with the assistance of the Sustainable Food Center. Oversees the Food Access tent, collects and inputs data to support program funding, and streamlines corresponding processes.
- Acts as ambassador for Texas Farmers' Market's participation in Food Access programs when liaising with Sustainable Food Center (SFC) on related matters. Documents and reports as requested by each sponsor or grant. Attends meetings at SFC as required. Facilitates extracurricular projects such as annual surveying. Attends Food Access outreach events at health clinics and other mission aligned partners.
- Monitors program equipment, including electronics and scrip (vouchers). Maintains adequate supplies and updated reference information at each market site.
- Stands in for Food Access Staff at market when required.
- Administers onsite training, delivers feedback, and creates schedules for the Food Access Associate (FAA). Updates FAA with changes to programs, tools to enhance the user experience and yield results towards program goals.

Knowledge, Skills and Abilities:

- Excellent verbal, written, interpersonal and communication skills
- Attentive to details and displays a strong aptitude for organization
- Experience managing staff, including training and conflict resolution capabilities
- 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
- Experience with Emma, MailChimp, and Sales Force preferred
- Strong skills in MS Office, G Suite, and web-based applications
- Willingness to learn and expand job skills
- Ability to work remotely and have flexibility to travel for meetings in the Austin area
- Flexible time schedule to accommodate variable hours and market activities a must
- Competency in Spanish desired but not mandatory
- Must have reliable transportation and access to a computer with internet connection

Education/Experience:

- Bachelor's Degree or higher preferred
- 2+ years experience in people management desired
- Passion for farmers' markets, local food and sustainability desired
- Must have or be willing to obtain City of Austin Food Managers Permit within 1 month of start date as well as a Traffic Coordinator Technician certification

Physical Requirements:

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

Working Conditions:

- This job operates out of a home office, and includes attendance at markets every weekend, with the exception of vacation and personal time obligations as they arise
- Applicants must have access to a working computer to complete parts of this job
- There may be stressful conditions involving workloads and competing deadlines
- There may be a need for hours beyond the regular workday

Compensation and Benefits:

Texas Farmers' Markets provides employees with generous benefits including health insurance

(50% of premiums are covered by TFM and premium cost sharing is also available to qualified applicants), paid time off, and a flexible and supportive work environment. \$50,000+ 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 Operations Manager Application to operations@texasfarmersmarket.org