



Position Description - Assistant Market Manager

Status: This is a part-time, non-exempt, at-will appointment.

Schedule: Assigned Saturday mornings during market season; limited weekday hours as needed during peak season to coordinate any weekday market operations

(including satellite locations) that are approved by the Board.

Reports to: Uptown Shelby Market Manager and Foothills Farmers' Market Board of Directors

Position Summary

The Assistant Farmers' Market Manager supports the operation and long-term success of Foothills Farmers' Market by assisting with market logistics, vendor relations, customer service, and administrative coordination. This position is essential to maintaining a well-organized, welcoming, and compliant market that serves farmers, vendors, and the broader community.

Key Responsibilities:

Market Operations

- Serve as one of three permanent part-time Saturday staff lead for Foothills Farmers' Market
- Open and close the market on assigned Saturdays
- Ensure the market operates safely, efficiently, and in accordance with established policies and procedures

Customer Service & Market Transactions

- Provide friendly, professional customer service to market shoppers
- Administer credit/debit, SNAP/EBT, and token programs accurately and in compliance with program guidelines
- Assist customers and vendors with transaction questions and resolve issues as needed

Vendor Relations & Administration

- Review new vendor applications and work with the Foothills Farmers' Market Board and appropriate committees to approve qualified applicants

- Conduct farm visits as needed to verify production practices and ensure compliance with market rules
- Assist with onboarding new vendors, including orientation to market policies, layout, and procedures
- Maintain regular communication with vendors via email, app-based platforms, phone, and in-person interactions

Market Planning & Coordination

- Create and distribute the weekly vendor map to ensure organized space allocation and smooth market flow
- Coordinate with the Market Manager to manage vendor attendance, absences, and last-minute changes
- Coordinate collection and transport of surplus local foods donated to organizations working to reduce food insecurity in the local community

Preferred Qualifications

- Experience with farmers' markets, local food systems, retail, or community-based programs
- Strong customer service and communication skills
- Ability to work independently, stay organized, and problem-solve while working in a team environment
- Comfortable interacting with farmers, vendors, volunteers, board members, and the public

Physical & Scheduling Requirements

- Ability to lift and move market equipment such as tables, chairs and signage
- Ability to work in a covered space outdoors in varying weather conditions
- Reliable availability on Saturdays throughout the year

Work Hours & Compensation

The Assistant Market Manager is a year-round position compensated for 15 hours of work per week at \$19 per hour pending approval by the Foothills Farmers' Market Board of Directors.

Assisting with on-site management of the market on Saturday markets requires a commitment of 6-7 hours. The remaining 8-9 hours each week will be dedicated to other market-related tasks, including:

- Regular vendor communication to gauge market attendance via email and phone calls
- Reviewing vendor applications and providing guidance and support to new vendors
- Answering licensing/certification questions from potential vendors about home-processing, meat handling certificates, etc.
- Farm certification site visits - perhaps 2 per month
- Developing vendor information updates to be put on the website (the manager will post these updates)
- Gathering information and photos for Vendor Highlights that the Marketing & Promotions Director will use for newsletters and social media posts
- Conversations with vendors on seasonal products that will be available at the market throughout the year for weekly social media posts

During October through April, a rotating work schedule provides for paid time off as described in the Leave Time section of the Employee Handbook. This rotation ensures that the Saturday market is covered by two staff members, while the third staff member has the day off. Additional absences for planned family vacations or unexpected circumstances are subject to approval by the Board's Executive Committee.