



Job Title: Farm Market Manager
Reports To: Co-Director
FLSA Status: Non-Exempt
Wage Range: \$21-\$23 per hour
Approved Date: April 2021

21 Acres is a climate education nonprofit that is committed to fostering an inclusive and diverse workplace that honors lived experience, addresses historic inequities, and fosters career growth. If you don't meet all of the qualifications outlined below, tell us why you'd still be a great fit for this role in your cover letter.

Summary: The Market Manager position is responsible for managing all aspects of the Farm Market inventory, produce research, staffing, special projects, customer service, and communication with the organization and broader community. This full-time position typically runs from Tuesday through Saturday and involves a fluid, sometimes hectic environment, keeping stride alongside other leaders in the field of sustainability.

The role of the Farm Market Manager is to create an inspiring environment for customers to want to learn more about local farmers and producers; helping more people embrace the idea of supporting regenerative farmers will help positively address climate change. Sharing your ideas, laughter, and enthusiasm is strongly encouraged, and preferred. This position requires representation of the 21 Acres mission of sustainable living and education, by performing the following duties:

Essential Duties and Responsibilities:

- Act in accordance with the mission statement; promote and adhere to organization values.
- Work with the 21 Acres education team and other advisors to develop and deliver educational materials for Farm Market customers, volunteers, and visitors. This should include relevant engagement and learning opportunities throughout the year such as 1st Saturday programming, seasonal recipe production, education of produce varieties, and tasting opportunities.
- Effectively communicate climate, community, and local food priorities, as well as new Market arrivals, via various channels such as the weekly Fresh Sheet.
- Work with the 21 Acres team to robustly participate in three seasonal SVA weekends celebrating the Sammamish Valley and its farms.
- Consistently create a passionate, welcoming and educational environment for customers. Be knowledgeable and capable to communicate local and seasonal farming practices and produce availability as well as provide tips on cooking and preparing produce sold in the Farm Market.
- Collaborate with Farm Manager, and communicate inventory supply and projects for efficient and smoother operation.
- Make sure all customer experiences are in line with our mission standards and ideals. Identify and resolve any operational issues affecting customer experiences.
- Hire, train, direct, and manage Farm Market staff, interns, and volunteers.
- Research produce and gather information about products.
- Maintain strong vendor relations, and develop new relationships.

- Maintain relationships with food banks and develop an equitable food access process.
- Appropriately prioritize tasks; manage and follow up with Farm Market and organizational projects.
- Develop compelling displays that inspire customers and that convey information about local foods.
- Create educational signage that inspires customers to learn more about products and producers.
- Regularly perform product research, sales assessment; plan and execute seasonal product display rotations. Develop and manage projects (marketing ideas/outreach, display rotation, and events).
- Investigate opportunities and implement strategies to grow sales volume and brand recognition for the 21 Acres Farm Market and for local farm initiatives.
- Create and maintain an effective system for tracking and monitoring inventory, reporting, and prioritizing tasks and projects.
- Manage and maintain financial reports and interdepartmental sales reporting.
- Demonstrate leadership excellence: Set and communicate clear goals, expectations and responsibilities with the Farm Market staff.
- Collaborate with Marketing to create and deliver effective promotions that are consistent with the 21 Acres Mission.
- Establish and keep budget along with sales benchmarks aligned with 21 Acres sales goals.
- As needed, provide tours, be a resource, and effectively communicate climate resilience.
- Determine needs for smooth daily Market operations, and proactively fulfill those needs.
- Demonstrate continuous effort and use of independent judgment to improve operations, streamline work processes, etc.
- Collaborate with deli manager to plan and execute to-go food items for sale in the Farm Market.
- Take initiative on projects and exhibit commitment to overall goals set by management.
- Maintain a neat, sanitary, and orderly work environment.
- Occasionally assist with special events outside of regularly scheduled work hours.
- Other duties as assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position Requirements:

- A Bachelor's degree, or equivalent work experience is required.
- Ability to read, write, and communicate in English.
- Strong and effective interpersonal skills.
- Superb attention to detail, strong organization skills, and ability to prioritize tasks appropriately.
- Ability to understand and follow instructions accurately and efficiently.
- Must be proficient with technology including iPad, Square POS, Word, Microsoft 365, Excel, Sharepoint, and social media.
- Ability to properly maintain paper and electronic filing systems.
- Knowledge, enthusiasm, and representation of climate action.
- Ability to work in hectic and chaotic work environment and be innovative.
- Must have sense of humor, flexible, and adaptable.

- Strong typing skills.
- Must pass Washington State Background check and have an active Washington Food Handlers' Permit.

Physical Demands and Work Environment: The physical demands and work environment described below represent the activities and surroundings of the position necessary to successfully perform the essential functions of this job.

The 21 Acres facility is a LEED Platinum certified building that facilitates a learning environment for sustainable and regenerative living. Tours and general work involve maneuvering over unpaved and uneven grounds, some of which is farmland. The work environment has a moderate to high noise level.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position frequently involves mobility between first and second floors, and the outdoors; reaching, bending, grasping, lifting, pulling, pushing, standing, kneeling, squatting, and twisting; ability to lift and carry items up to 50 lbs.

21 Acres is an Equal Opportunity Employer. 21 Acres is committed to cultivating a culture of equity, agency, and justice. Discrimination on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law is strictly prohibited. All employment is decided on the basis of qualifications, merit, and our current needs. Please join our team and play a key role in our goal to advance justice in climate action.

To Apply: Please send an email to jobs@21acres.org with **one PDF attached that includes both your resume and a cover letter** addressing how your background, knowledge, and enthusiasm fits with the detailed job requirements. In your cover letter, be sure to answer the question: **How can consumers be changemakers?**

We will begin reviewing applications mid-June and hope to make a selection by July 1.