



Job Title: Retail Farm Market Manager

Reports To: Co-Director

FLSA Status: Full Time, Non-Exempt

Wage Range: \$33-\$36 per hour

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. This includes staffing, inventory management, product expansion, budgeting and special events. An important part of the work includes communicating with the public and delivering outstanding customer service. This full-time position 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 and maintain an inspiring and educational environment for customers who want to learn more about local farmers and artisan 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, as the Market Manager sets the positive tone for the team and creates a joyful place to be.

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 21 Acres mission statement; promote and adhere to organization values which are rooted in agroecology and climate resilience.
- Work with the 21 Acres education team and other advisors to develop and deliver education for Farm Market customers, volunteers, and visitors.
- Foster engagement and learning opportunities such as Patio Market Event programming, seasonal recipe production and tasting opportunities.
- Consistently create a passionate, welcoming and educational environment for customers. Be knowledgeable and able to communicate about local and seasonal farming practices and produce availability as well as provide tips on cooking and preparing produce sold in the Farm Market.

- Take advantage of resources to learn about produce varieties and gather information about products to glean an understanding of how they can be used in cooking. Stay on top of culinary trends.
 - Plan and execute compelling seasonal product displays keeping the Farm Market looking fresh and interesting. This includes creating educational signage about products that inspires customers to learn more.
 - Research, write and publish the Fresh Sheet newsletter and occasional social media posts, effectively communicating climate, community, and local food priorities, as well as new Farm Market arrivals.
 - Make sure all customer experiences are in line with our mission standards and ideals. Identify and resolve any operational issues affecting customer experiences.
 - As needed, provide tours, serve as a resource, and effectively communicate the role of local food in climate resilience.
 - Develop and manage projects which include marketing programs, display plans and promotional events.
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- Source new products that meet the Farm Market's sourcing criteria.
 - Develop and maintain strong vendor relationships and prioritize building knowledge about farms that we source from.
 - Collaborate with the 21 Acres Farm Manager on produce supply to the Farm Market and on projects to ensure efficient and smooth operations.
 - Maintain relationships with food banks and develop an equitable food access process.
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- Collaborate with the rest of the 21 Acres staff to raise brand awareness for the Farm Market and for local farm initiatives.
 - Investigate marketing opportunities and implement strategies to grow sales volumes.
 - Regularly perform sales assessments and projections.
 - Manage and maintain financial reports and interdepartmental sales reporting.
 - Establish and manage budget in keeping with sales goals.
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- Hire, train, direct, and manage Farm Market staff and volunteers.
 - Demonstrate leadership excellence: Set and communicate clear goals, expectations and responsibilities with the Farm Market staff.
 - Manage the Farm Market team adeptly, including communicating clearly and following up with the staff so they are fully informed at all times.
 - Proactively communicate with all staff at 21 Acres about what's happening in the Farm Market. Be open to ideas and collaboration with the entire team.
 - Appropriately prioritize tasks in keeping with the goals set together with the supervising co-director.

- Ensure smooth daily Farm Market operations. 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.
- Follow all King County and Washington State Department of Agriculture regulations at all times. Be immediately responsive to any requests from either entity. Maintain an open and collegial working relationship with both entities.
- 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:

- Prior retail or retail management experience.
- 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 and enthusiasm about work related to climate action.
- Ability to work in hectic and chaotic work environment and be innovative.
- Must be flexible, and adaptable.
- Strong typing skills.
- Must obtain and maintain an active Washington Food Handlers' Permit.
- Must submit to a Washington State Background Check (*Having a criminal record will not necessarily disqualify you from the position depending on the nature of the job and the offense*).

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.

Benefits: Benefits package includes sick and safe leave; Washington's Paid Family and Medical Leave; employer-contributed health, dental, and vision insurance; paid holidays; produce perks; and an employee discount in Farm Market and most onsite education programs.

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?**