JOB DESCRIPTION:
Start Date: March 30, 2020
Position Title: Market Manager
Reports to: Operations Director
Part-time Seasonal Position (March - End of November)

COMPANY DESCRIPTION

Dreaming Out Loud’s mission is to create economic opportunities for the DC metro region’s marginalized community members through building a healthy, equitable food system. We’re rebuilding urban, community-based food systems through social enterprise, helping to increase access to healthy food and improve community health, developing entrepreneurs and cooperatives owned by people from marginalized communities, and training local adults for sustainable, family-supporting wages. Our programs include a school-based farm and food hub, a food business incubator, an outdoor classroom and several community based farmers markets.

POSITION DESCRIPTION

The Market Manager directs the operations of DOL’s community markets and supports operations in our food distribution social enterprise, known as the “DOL Food Hub”. DOL food hub is an early-stage startup which provides produce sourcing, technical training and additional support to create successful markets and happy wholesale customers in Washington, DC. The Market Manager, who reports to the Operations Director, will be responsible for ordering, receiving and delivering produce to community markets and wholesale customers several times per week. The candidate will need to be organized, professional and detail aware to ensure our community partners have the tools they need to be successful. The manager is also responsible for quality control and food safety in our storage facilities and at partner markets so some experience with food service and food safety is a plus. We’re looking for someone self-motivated and solution oriented, especially in the face of the many challenges that arise in a new business.

The manager supervises 2 seasonal part-time Food Hub Assistants and must be able to prioritize and delegate tasks as well as supervise and give appropriate feedback on their work. The Market Manager is responsible for efficient deliveries including setting routes and ensuring safe operation of rented vehicles, hand trucks, forklifts and market setup equipment. This job involves regular heavy lifting, work in all weather conditions and lots of driving. During the market season, the Market Manager and Food Hub Assistants spend a significant amount of time in the community running farmers markets and must be comfortable communicating with people from all backgrounds and professions including farmers, truck drivers, warehouse workers, office and non-profit staff and customers. The Manager must be personable and professional at all times, especially if there is a conflict to be resolved. The Market Manager is the face of the DOL Food Hub in the community. When they are at markets or attending meetings, they should be able to speak about our mission, answer questions, and get others involved in our work.
The Manager will also spend time on administrative tasks related to marketing, sales and data tracking of billing, inventory and customer information. The Manager must be comfortable using email, mobile apps, and spreadsheets. The Manager will generate data reports to keep the DOL staff informed about the markets. As a startup, there will be many opportunities to identify ways to improve systems and better serve customers and the data collected is essential to this process of improvement.

An ideal candidate will have background in food service, small business, retail sales and customer service. Participation in all aspects of food aggregation, distribution, and marketing will be required. Service to community needs is paramount. Our work is seasonal with a lot of activity concentrated in the spring and summer. This position is full-time, based in Washington, DC. Weekly scheduled in-person meetings are required. Some weekend or evening availability is a plus.

RESPONSIBILITIES:

1. Coordinate weekly markets, including, but not limited to, performing or delegating promotion, produce delivery, setup, cashier and breakdown duties making sure that roles are clear between DOL staff, volunteers and community partners in advance.
2. Learn and operate DOL sourcing, sales and inventory systems with a high level of accuracy. Working with DOL Farm Manager, farmer, vendors and food hubs to purchase a variety of local produce for our weekly markets and wholesale customers. Ensure the quality and tracking of all produce from receipt to delivery.
3. Supervise Food Hub Assistants, delegating weekly operational duties, coordinating scheduling with appropriate notice, and offering skills training when necessary.
4. Work to better the food-safety of food hub activities. Must uphold the organization’s careful attention to cleanliness and safety in all aspects of its operation.
5. Support Operations Director in collection and reporting of data related to the market and the produce flowing through our facilities. Be organized and efficient in generating and processing documentation and be detail-oriented in every aspect of the work.
6. Produce and send out weekly produce availability and market announcements via email newsletter or work with communications staff to make sure it happens. Develop close relationships with market partners and customers to increase the likelihood of ordering and an increase in orders.
7. Regular and clear communication with DOL team members regarding the status and direction of the program.
8. Willingness and ability to work occasional weekends, after hours and holidays as required.
9. Ability to work under pressure, perform multiple tasks and manage constantly competing priorities. Must be able and motivated to invent the solution when no solution presents itself.
10. Ability to work in outdoor temperatures and various weather conditions as needed, overcoming what adversity may arise.

MINIMUM REQUIREMENTS:

- Strong commitment to social justice.
- Reside in, or have a willingness to relocate to Washington, DC.
- Ability to lift and carry 50 lbs
- Excellent time management skills
- Great verbal and written communication skills.
- Clean driving record, active license and ability to qualify for vehicle rental (Must be 21+).
- A willingness to listen to people and consider their concerns in decision-making.
● Ability to use Google Docs/Microsoft Word, Excel, Gmail and GoogleMap/Navigation Apps.

PREFERRED REQUIREMENTS:
● Customer service and team motivation skills.
● Heavy labor experience.
● Experience supervising workers.

SUPERVISORY DUTIES: Two (2) direct report - Food Hub Assistant

COMPENSATION:

[compensation range]

WANT TO APPLY?

Send your resume and cover letter with the subject line: LAST NAME - Communications Assistant by Friday, March 20, 2020 at 5:00pm to Michelle@vbs-hr.com or mail your response to Michele Joseph, DOL - Human Resources, at 1325 G Street, Northwest #500 Washington, D.C. 20005. If your application is selected, we will contact you to schedule an interview! Applicants will be interviewed on a rolling basis. Call with any questions: 202-832-1388.

EQUAL OPPORTUNITY STATEMENT:

DOL provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender, gender identity, sexual orientation, national origin, age, disability or genetics. In addition to federal law requirements, DOL complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.