



Job Title: Market Manager

FLSA Status: Full-time, Exempt

Reports to: Food Hub Director

Supervisory Duties: Seasonal Food Hub Assistants, Volunteers

Work Locations: On-site at Kelly Miller Farm and production facility. Heavy travel to various markets and delivery sites. COVID safety protocols in place, PPE provided.

Work Hours: Standard work hours during winter. Overtime may be needed during market season.

Weekend and evening availability preferred.

Tentative Start Date: TBD

ORGANIZATION 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. Dreaming Out Loud is rebuilding urban, community-based food systems through social enterprise, helping to increase access to healthy food and improve community health, develop low-income entrepreneurs and cooperatives, and train at-risk adult residents for sustainable, family-supporting wages.

POSITION SUMMARY: DOL's food distribution social enterprise, the [Food Hub](#), consists of weekly Community Farmers' Markets and our [Black Farm CSA](#) that serve up to 1,200 members a year (and growing!). The Market Manager serves as the face for DOL and the Food Hub in the community and strives to create lasting relationships with community members and partners. Alongside a fellow Market Manager, they will lead market and CSA operations, refine operational infrastructure, grow the size of our customer base, and manage a team of seasonal staff and volunteers that bring our vision to life. We're looking for someone who takes pride in representing our organization, loves engaging with people on a daily basis, and can handle the complex logistical needs behind-the-scenes with keen attention to detail.

KEY RESPONSIBILITIES:

Community Engagement and Marketing

- Serve as a representative of DOL and the Food Hub in the community; maintain regular presence at markets and external meetings; arm yourself with knowledge of DOL and its mission to address questions and facilitate relationship building
- Collaborate with Communications and Market team to produce and send out weekly produce availability and market announcements via email newsletter
- Draft website updates
- Develop close relationships with market partners and customers to increase order volume
- Identify opportunities for new partnerships; work with leadership to develop strategies for relationship cultivation

Team Management and Training

- Supervise Food Hub Assistants and volunteers; prioritize and delegate tasks; provide timely feedback and coaching
- Manage volunteer lifecycle from recruitment to relationship management to separation
- Train team members and volunteers to operate farmers markets; create and regularly revise training materials and operational SOPs
- Manage rotating volunteer roster; schedule based on availability; act as their main point of contact
- Provide regular updates to team members regarding the status and direction of operations
- Collaborate with organizational leadership to develop team member and volunteer engagement plans and 360 degree feedback systems

Operations

- Coordinate weekly markets, including, but not limited to, produce packing and delivery, market setup, cashier and breakdown duties, team member scheduling, ensuring clarity between team member roles, etc.
- Manage online CSA ordering ensuring quality and timely delivery; refine ordering process; pre-research most efficient routes
- Deliver produce to community markets and wholesale customers several times per week
- Learn and operate DOL sourcing, sales and inventory systems with a high level of accuracy
- Coordinate with DOL Farm Manager, farmer, vendors and food hubs to purchase a variety of local produce for our weekly markets and wholesale customers
- Develop, implement and refine quality control and food safety protocols at our storage facilities and markets
- Create and train staff on safety protocols for the operation of rented vehicles, hand trucks, forklifts and market setup equipment
- Generate data reports to provide updates to DOL staff on market performance and inform future operating plans and goals; enhance data collection measures to help achieve goals
- Identify opportunities for process improvements to better serve our customers
- Perform various other administrative tasks related to marketing, sales and data tracking of billing, inventory and customer information

ESSENTIAL REQUIREMENTS:

- Strong commitment to social justice, our Mission, and upholding our high quality standards
- At least 3 years of relevant experience (e.g., food service, customer service, small business, etc.)
- Comfort and experience working and communicating with people from all backgrounds and professions including farmers, truck drivers, warehouse workers, office and non-profit staff, local community members and customers
- Strong organization, prioritization and short- and long-term planning skills
- Strong interpersonal and customer service skills; ability to thoroughly and professionally resolve any disputes; strong, empathetic listener that seeks to incorporate customer feedback into operational improvements
- Ability to collaborate with a team; committed to maintaining open lines of communication
- An entrepreneurial spirit that loves to problem-solve and evolve with an organization
- Ability to work independently and take initiative; strong work ethic and time management skills
- Proficiency in Google Suite, databases (e.g., Volunteer Hub), communications apps (e.g., Canva, Slack), navigation apps (e.g., Google Maps), and spreadsheets
- Ability to work in various weather conditions
- Ability to lift up to 35 lbs. or 50 lbs. with assistance

- Willing and available to work some evenings and weekends
- Ability to operate and train others to safely operate commercial food service and warehouse equipment (e.g., hand trucks, pallet jacks)
- Willing to drive delivery vehicle, including but not limited to minivans; sprinter vans; panel trucks and SUVs. Must have a clean driving record, active license, and ability to qualify for a vehicle rental.

PREFERRED REQUIREMENTS:

- Experience developing and implementing food safety plans and/or food safety certification
- Experience supervising and delegating; able to motivate a team
- Heavy labor experience

COMPENSATION: The annual salary range is \$55,000 to 60,000 based on experience and qualifications. Benefits included (health insurance, monthly cell phone allowance, monthly travel/commuting allowance).

WANT TO APPLY? Send your resume and cover letter with the subject line: “Market Manager” to opportunity@dreamingoutloud.org. Applications will be reviewed on a rolling basis and the job will remain posted until filled. Please send an email to the above address if you have job application accommodation requests or questions. You may also mail your response to Christopher Bradshaw, Executive Director, at:

Dreaming Out Loud, Inc.
80 M Street, SE
% WeWork
Washington, DC 20003

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.