



Reports to: Community Engagement Manager

Status and Pay: \$15.75 per hour, non-exempt

Benefits: Health insurance, holidays, paid time off, 401(k)

Schedule: Part-time, annual average 28 hours per week. Sundays at King and Lents International Markets, May – November, one Saturday per month at PSU Market; occasional evenings. Office hours/days are flexible. All at-market work is outdoors in wide range of weather conditions.

Overview

The Program Coordinator manages multiple sets of details and is eager to ensure that PFM participants and community partners have high quality experiences. Working as a team member under guidance of the Community Engagement Manager, this position supports food-related programs and events at five markets. The Program Coordinator participates in planning and implementation of at-market programs, coordinates the needs of partners in the markets, leads the volunteer program, supports market preparation, office operations and conducts other tasks as assigned.

Responsibilities

Coordinate At-Market Engagements

1. Act as initial contact person with partners, community groups and program participants; track requests, engagement details and evaluate results
2. Maintain communication with participants from their initial contact through all details of their engagement; ensure timeliness and accuracy, accommodate changes, troubleshoot the unexpected
3. Share scheduling and equipment needs of all events, guests and sponsors on the shared calendar for all staff to access
4. Musicians/entertainers: schedule performers, coordinate with market managers regarding changes, evaluation of performers and related details
5. Community groups: maintain and communicate guidelines, processes requests from groups who seek a booth at markets, schedule visits, track feedback
6. Programs/Classes/Demonstrations; schedule chefs, hosts and instructors for programs, set up participant sign-ups, coordinate details such as: equipment needed, shopping lists, print materials, etc.

Coordinate Volunteers

7. Develop and maintain a thriving volunteer program using best practices and techniques, including coordination of appreciation events and thank you gifts

8. Determine PFM's annual volunteer opportunities in coordination with Operations staff
9. Recruit and track hours of volunteers for office, events and ongoing at-market positions; ensure volunteers have materials needed at each market location
10. Keep volunteer manual updated and lead overall volunteer recruitment and training program, including: volunteer position descriptions that set clear expectations for roles and responsibilities so that all staff and volunteers share a common understanding

Deliver At-Market Programs

11. On Sundays, oversee and execute events and programs at markets, such as: classes/activities for children, guest chefs, leading market tours, preparing samples of a recipe, conducting surveys
12. Coordinate ingredients and equipment and supervise volunteers and co-workers in production of events as needed
13. Serve as point person for program instructors, guest chefs and community partners
14. Assure program signage, literature, merchandise and educational information is properly and attractively displayed

Market Preparation

15. Support design, selection, ordering and distribution of print materials and merchandise
16. Track inventory, tag and manage storage and of print materials and merchandise
17. Organize, pack and keep inventory for each at-market use, including: merchandise, linens, literature rack, first aid and volunteer supplies

Support Office Operations

18. Gain and maintain knowledge of and access to information on market and vendor rules; markets in the region, list of PFM vendors and other market details to assist customers and callers
19. Receive, respond, forward and overall manage PFM's general information email address
20. Participate in daily office tasks such as greeting guests, answering and responding to phone calls, assuring laundry and dishes are kept tidy

Required Knowledge, Skills and Abilities

1. Two years of experience related to event production with focus on direct customer service
2. Experience coordinating and leading groups, conducting trainings and tracking participants
3. Clear and concise written and verbal communication skills and comfort speaking to groups
4. Enthusiasm to recruit and communicate with volunteers about opportunities and to gently decline their interest as needed
5. Experience and comfort preparing food, willing to achieve Oregon Food Handlers permit
6. Ability to understand rules and comfort holding others accountable

7. Comfortable working as a team member; ability to listen, follow direction, share appropriately and work together for a common goal
8. Intermediate level experience with Microsoft Office products
9. Ability to pack supplies into boxes and carry and move up to 25 pounds
10. Attentive to detail; ability to produce accurate and professional documents and keep meticulous records
11. Well organized; ability to set priorities, manage time appropriately, and meet weekly deadlines
12. Ability to understand the philosophy behind the rules and explain to customers
13. Passion for local farm fresh and artisan foods

Equal Employment Opportunity

Portland Farmers Market is an equal opportunity employer. We welcome all qualified individuals in accordance with the law without regard to their race, color, creed, religion, age, gender, sexual orientation, marital status, military status, political opinion, sex, national origin, familial status, mental and physical disability, gender identity, source of income, disability or any other status protected by federal, state, or local law in all personnel actions including recruitment, evaluation, selection, promotion, compensation, training, and termination. We will provide reasonable accommodation unless it creates an undue hardship on the operation of our organization. Any applicant needing reasonable accommodation should notify us as soon as possible.

How to Apply:

See the position description at <http://www.portlandfarmersmarket.org/about-us/careers/> for details.

We look forward to seeing your cover letter and resume sent to trudy@portlandfarmersmarket.org. Please put “coordinator” and your last name in the subject line. Please submit your interest to us by Thursday, June 20, 2019.

The application process may include a telephone interview, written screening tool, panel interview with board members, and private interview with Executive Director. We hope to have it filled by June.