



MARKET MANAGER – JOB DESCRIPTION

Title: Market Manager

Reports to: General Manager / Board of Directors

Summary

Responsible to the Board of Directors (BOD), the Market Managers play an integral role in the operation of the farmers’ markets. Reporting directly to the General Manager (GM) of the Artisan Farmers’ Market Society (AFMS), they are responsible for the week-to-week operations of each market, working closely with the GM, market vendors, and other stakeholders.

Core Competencies

Customer Focus	Communication
Energy and ability to handle Stress	Team Work
Quality Orientation	Time Management
Adaptability/ Flexibility	Creative and Innovative Thinking
Development and Continual Learning	Planning and Organizing
Problem Solving	Result Focus
Accountability and Dependability	Ethics and Integrity
Decision making and Judgement	Providing Consultation
Leadership	Coaching and Mentoring
Staff Management	Enforcing local, Provincial and AFMS’s policies and regulations

Job Duties

1. Pre-season preparation (April):

- vendor recruitment
- existing vendor communications – to assure ready for market season and first day
- record keeping session with treasurer April 16 2019
- planning special events - Doggie Days, Teddy Bear Picnic, Zucchini Races, Harvest Day should all be planned out and present to the board prior to market start date May 4th.
- communicate with the City to assure everything is in order for May 4th start date.
- Attend Storage unit with board members to do pre season check on equipment and inventory of supplies, tents, tables, signs etc. Tentatively scheduled April 9 2019

2. Board-of-Directors, BOD Relations

- Work in liaison with the BOD to develop a proper reporting process, and effective Emergency Management Plan procedures;
- Follow pre-established guidelines for an optimal market mix of vendors; will help the BOD recruit and maintain the right mix of vendors;
- Communicate respectfully with vendors, board members, managers, sponsors, inspectors and other stakeholders;
- Attend general off-site meetings with both the BOD as requested during market season.

3. Market Responsibilities

- Work in liaison compliance with local bylaws, provincial and federal legislation, regulatory bodies, the BCAFM and AFMS rules (eg; make, bake, or grow) and procedures are followed;
- Secure a current copy of the municipal neighbourhood emergency preparedness plan and ensure a first aid kit is kept in the Information Tent, with prominent signage;
- Work closely with the local public health inspector and other agency inspectors to ensure regulatory issues are addressed within the market and by the vendors;
- Responsible for the timely setup of the market, the allocation of market stalls, and the delegation of duties for volunteer staff;
- Assist vendors on pricing, merchandising, and other marketing related issues;
- Responsible for the setup and removal of temporary signage;

- Ensure the market area is clean and meets the requirements laid out in the market rental or lease agreement, prior to leaving the market at the end of the day.
 - Volunteer Management and assist the Society's efforts in volunteer recruitment
- Market Money Management

Note: The Burnaby Market requires a Handicapped Porta Potty. The treasurer has made initial arrangements, but the market manager will be responsible during the season to communicate with Maple Leaf Disposal should problems arise. The market manager will make sure there is wash station supplies if needed and or toilet tissue. If some needs to be purchased the market manager will do this and hand in the receipt within the month.

4. Market – Vendor Rules

- Responsible for ensuring both, new and returning vendors, are in compliance with all applicable legislation, including the AFMS and BCAFM “make, bake, grow” requirement, before being permitted to sell their wares at market;
- Responsible for reporting to the BOD any vendor who, after being informed, attempts to sell “prohibited product” at market.
- Responsible for communicating, applying and interpreting market rules for vendors and others in a consistent and fair manner;
- In some cases, when a dispute results, escalate incident to the attention of the BOD for resolution.

5. Record Keeping

- Collect stall fees and coupons, and reconcile a balance sheet at the end of each market. Following Monday deposits are required;
- Complete a Weekly Market Report (WMR), to be submitted to the board by Wednesday (latest) following the weekend market date.
- Attend one day session at BCAFM on procedures involving the Nutrition food Coupon Program.

6. Market Promotion

- Responsible for its individual market social media, and work within the predetermined

budget and guidelines provided by the BOD;

- Responsible for presenting marketing and promotion opportunities to the board for future consideration.

7. Post season (October / November)

- Equipment and assets – return to storage and complete inventory
- final reports Oct 31, 2019

8. General

- Other duties consistent with Market Management as they arise, to assure the smooth and profitable operation of the market
- In absence of a GM, reporting will be to the Board

Requirements

- Be experienced working in a non-profit organization;
- Excellence in verbal and written communication;
- Have highly developed organizational and time management skills;
- Must have a working knowledge of legislation and associated regulations, that impacts all the vendors

in the market;

- Have the ability to give and take direction
- Give excellent attention to detail;
- Be self-motivated with ability to multi-task;
- Advanced computer skills: including Microsoft Office, Internet/email, Social Media & Adobe.
- Maintain communication and related tools such as Constant Contacts and MarketWorks and other AFMS

administrative systems.

- Be familiar with the values of BCAFM would be an asset;
- Show an interest in sustainable/local agriculture;
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the society in a positive

manner;

- Have a vehicle; and
- Sense of humour.

Work Conditions

- Travel between markets;
- Ability to lift up to 20 kg and put up tents.

Core Competencies Definitions

1. Customer Focus

Definition: Ensures and maintains customer satisfaction with the product and services offered by the organization.

2. Communication

Definition: Clearly conveys information to a variety of audiences using the tools necessary, engaging the audience to ensure the message is delivered and understood, creating a positive first impression with confidence and respect.

3. Energy & Ability to Handle Stress

Definition: Consistently demonstrates high level of drive, infectious to the surrounding environment. Preserves effectiveness, drive and focus for extended periods of time, while maintaining composure in highly stressful or adverse situations.

4. Team Work

Definition: Promotes cooperation and commitment with the team towards the attainment of common goals. Gets others excited about and committed to furthering the organization's objectives. Enables cooperative and productive group interactions.

5. Quality Orientation

Definition: Completes tasks keeping in mind all aspects involved regardless of magnitude, checking tasks and processes while having attention to details.

6. Time Management

Definition: Maximizes time in order to accomplish as many tasks as possible in a timely manner keeping in mind prioritizing tasks as needed.

7. Adaptability/ Flexibility

Definition: Maintains accuracy, positive attitude and an open-mind in the event of changes in business needs, conditions or work responsibilities.

8. Creative and Innovative Thinking

Definition: Develops fresh ideas that provide solutions to all types of workplace challenges.

9. Development and Continual Learning

Definition: Displays outgoing commitment to learning and self-improvement.

10. Planning and Organizing

Definition: Coordinates ideas and resources to achieve goals.

11. Problem Solving **Definition:** Resolves difficult and complicated challenges.

12. Result Focus

Definition: Focuses on desired outcomes and how to best achieve them. Gets the job done.

13. Accountability and Dependability

Definition: Takes personal responsibility for the quality and timeliness of work and achieves results with no oversight, including following guidelines, standards regulations and principles.

14. Ethics and Integrity

Definition: Earns the trust and respect of others through consistent honesty and professionalism in all interactions. Diplomatically handles challenging or tense interpersonal situations.

15. Decision making and Judgement

Definition: Makes timely, informed decisions that take into account facts, goals, constraints and risks. Sees the big, long-range picture. Aligns direction, products, services and performance with organization.

16. Providing Consultation

Definition: Partners with clients to identify and resolve complex and sensitive issues.

17. Leadership

Definition: Promotes organizational mission and goals, and shows the way to achieve them. Influences others to act in support of ideas, programs, and causes while getting others excited about and committed to furthering the organization's objectives

18. Coaching and Mentoring

Definition: Enables co-workers to grow and succeed through feedback, instruction, and encouragement; formally delivering information.

19. Staff Management

Definition: Manages staff in ways that improve their ability to succeed on the job.

20. Enforcing local, Provincial and AFMS's policies and regulations

Definition: Enforces local, provincial and AFMS's policies and regulations, and initiates enforcement actions in a way that the public perceives as fair, objective, and reasonable.

