



1125 W 6<sup>th</sup> Street Suite 500 ♦ Los Angeles CA 90017 ♦ TEL (323)463-3171 ♦ FAX (323)463-1062 ♦ www.seela.org

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**TITLE:** Program Associate, Benefit & Incentives

**REPORTS TO:** Senior Manager, Farmers' Market Programs

**LOCATION:** Hybrid (Remote and On-site at Los Angeles Office)

**COMPENSATION:** \$18-22 (DOE)

**SCHEDULE:** Monday – Friday, occasional weekends, 16-20 hours per week  
and additional on-call hours when needed

**ORGANIZATION SUMMARY:**

Sustainable Economic Enterprises of Los Angeles (SEE-LA) is the largest mission-driven operator of farmers' markets in Southern California and a leader in improving food access and nutrition education. Our programs include:

- Farmers' markets: Atwater Village, Central Avenue, Crenshaw, Echo Park, and Hollywood.
- Benefits and Incentives Program that ensures that our markets serve as a venue for WIC and CalFresh redemption, partners with organizations to advocate for equitable food access, and manages voucher systems which provide extra funds for healthy food to low-income customers.
- [Bring the Farmer to Your School](#) program, in which local California farmers have provided engaging sessions about local agriculture to children at Title I schools for over 15 years.
- [Pompea Smith Good Cooking Buena Cocina Nutrition Education Program](#), which offers hundreds of nutrition education and cooking demonstrations across South LA each year.

**POSITION DESCRIPTION:**

The Benefit and Incentives Program Associate works under the direction of the Senior Manager, Farmers' Market Programs to provide administrative support for the implementation of the Benefit and Incentives program at SEE-LA's farmers' markets. The Program Associate will collaborate with the Senior Manager on education and outreach efforts through social media posts, presentations for community groups, and printed materials meant to create awareness about Market Match, Central Ave Healthy/Saludable!, and Crenshaw Fresh Funds voucher programs, CalFresh EBT and WIC benefits, and local food access and food justice issues and campaigns. They will also be trained in Market Match Assistant tasks and will be asked to provide on-call support to administer Market Match on site at SEE-LA markets when needed.

**DUTIES – ADMINISTRATIVE (16-20 HOURS / WEEK):**

- Create outreach materials such as digital and print flyers to educate market staff and customers on program updates or information about public benefit programs and related resources.
- Collaborate with Senior Manager and Manager of Engagement and Partnerships to identify outreach priorities and create and schedule program related Instagram content.
- Draft text and Canva art for the Benefit and Incentives program section of SEE-LA's newsletters.
- Attend partner events as needed, such as Dept of Social Services CalFresh quarterly partner meetings for informational purposes.
- Manage production of Market Match, including printing and cutting vouchers.
- Manage supply and orders of EBT market dollars and other professionally printed vouchers.
- Sort and bundle EBT and incentive vouchers for high redemption markets.
- Manage supply requests from on-site program staff.
- Perform monthly reconciliation of electronic Incentives logs against market receipts, and document discrepancies.
- Circulate monthly staff schedule.
- Attend and assist with organizing Quarterly virtual team meetings.
- Update electronic farmers' market Incentive logs each week.

**DUTIES – FARMERS' MARKETS (ON-CALL/AS NEEDED):**

- Organize and set up Market Match materials including EBT dollars, Market Match vouchers, and promotional materials before the start of market.
- Administer CalFresh/EBT and incentive voucher transactions for market customers.
- Accurately log all transactions in electronic Market Incentives log.
- Engage all Market Match customers with courtesy while maintaining their confidentiality.
- Educate customers about Market Match and other incentives programs.
- Occasionally refer customers to appropriate apps, sites, or phone numbers to apply for or gain more info about CalFresh benefits or other food assistance programs.
- Provide task-specific training for on-site program staff when needed.

**REQUIRED SKILLS AND EXPERIENCE:**

- Basic knowledge or awareness of federal nutrition benefit programs including CalFresh/EBT, and Women Infants & Children (WIC).
- Excellent communication skills, comfortable speaking with diverse groups of people.
- Strong organizational skills and attention to detail.
- Customer service, food retail, or farmers' market experience.
- Experience with collecting and organizing data.
- Basic working knowledge of Excel, Word, Outlook, Instagram, and Canva platforms.

**DESIRED SKILLS AND EXPERIENCE:**

- Bilingual English/Spanish.
- Experience living or working within any of SEE-LA farmers' market communities, particularly South Los Angeles.
- Professional social media experience.
- Community outreach and education experience, particularly related to food access or food justice work.

**PHYSICAL DEMAND AND WORK ENVIRONMENT:**

While performing the duties of this job, the employee is regularly required to stand, sit; talk, hear, and use hands and fingers to operate a computer and telephone keyboard, reach, stoop, and kneel to install computer equipment. Most work will take place indoors, but some work may take place outside in rainy, hot, or cold weather conditions, which may occasionally require standing for up to 2 hours or lifting up to 25 lbs. May perform related duties as assigned by management.

**DISCLAIMER:**

The above is intended to describe the general contents and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

*SEE-LA is an Equal Opportunity Employer.*

**[Application Instructions:](#)**

Please submit a cover letter and resume via email to: [employment@see-la.org](mailto:employment@see-la.org) (Subject Line: Benefit & Incentives – Program Associate)