



1125 W 6th St., Suite 500 ♦ Los Angeles CA 90017 ♦ TEL (323) 463-3171 ♦ FAX (323) 463-1062 ♦ www.seela.org

JOB DESCRIPTION

TITLE:	Market Match Assistant
REPORTS TO:	Senior Manager, Farmers' Market Programs
LOCATION:	L.A. River Farmers' Market, Los Angeles State Historic Park
COMPENSATION:	\$16-\$18/Hour DOE
BENEFITS:	48-72 hours PTO / year, 403b retirement plan, Lifeworks Employee Assistance Program
SCHEDULE:	Thursdays, 3:00pm-7:30pm

About SEE-LA

Founded in 1996, Sustainable Economic Enterprises of Los Angeles (SEE-LA) is a leading Southern California nonprofit organization, connecting people to healthy food, promoting economic development, and building sustainable food systems. We operate the largest network of mission-driven farmers' markets in Los Angeles as well as programs that provide nutrition education, food access, and opportunities for small regional farms and local food businesses to thrive.

Our programs include:

- Operating a network of community-based certified farmers' markets in Los Angeles.
- Piloting and championing programs that stretch public nutrition benefits for the purchase of fresh, nutrient-rich food.
- Providing extensive nutrition education programs to low-income families and to children in underserved schools.
- Providing mentorship and technical assistance to micro and small food and beverage businesses.
- Coordinating food relief for local families struggling with food insecurity.

Summary of Responsibilities

The **Market Match Assistant** works under the direction of the Senior Manager, Farmers' Market Programs to support the implementation of the Benefits and Incentives program at the LA River's Farmers' Market opening on May 26th, 2022.

SEE-LA's Benefit and Incentives program assists CalFresh EBT and WIC customers through *Market Match*, *iCentral Ave Healthy/Saludable!* and *Crenshaw Fresh Funds* vouchers. These programs help make fresh, locally grown produce more affordable for the low-income customers we serve by providing a dollar-for-dollar "match" when they shop at our farmers' markets. We have implemented Market Match and other nutrition incentives programs for over 10 years, and proudly commit to make these programs available at all our farmers' markets.

The Market Match Assistant will:

- Administer CalFresh EBT card transactions.
- Distribute Market Match, EBT, and other vouchers to eligible market customers.
- Record transactions on electronic market log.
- Educate customers about the Market Match program and where to apply for CalFresh benefits.
- Direct customers to vendors accepting WIC benefits as needed.
- Provide customer service that prioritizes market accessibility for nutrition benefits customers.
- Assist with communicating important updates to customers.
- Assist program staff with additional outreach and promotion as needed.

REQUIRED SKILLS AND EXPERIENCE:

- Cantonese language skills required for at least 1 assistant to best meet the needs of the community.
- Solid interpersonal skills and comfort with communicating with members of the public.
- Previous retail or customer service experience.
- Basic level knowledge of Excel or Google Sheets.

DESIRED SKILLS AND EXPERIENCE:

- Familiarity with federal nutrition benefit programs including CalFresh EBT and Women Infants & Children (WIC) programs.
- Interest in farmers' markets, food security, and nutrition issues preferred.
- Strong organizational skills and attention to detail.

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, count money and vouchers, and reach, stoop, or kneel to collect materials or set-up the workspace. Most work will take place outside, potentially in rainy, hot, or cold weather conditions. 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.

APPLICATION INSTRUCTIONS

Please submit your resume via email to: employment@see-la.org, (Subject Line: Market Match Assistant – LA River Farmers' Market)

Email submissions only. No phone calls or faxes will be accepted.

SEE-LA is an equal opportunity employer. SEE-LA makes hiring decisions without regard to race, color, sex, religion, sexual orientation, gender identity or gender expression, national origin, age, veteran status, disability, or any other category protected by law. We are committed to hiring and retaining a diverse workforce and strongly encourage applications from all qualified applicants, including those who belong to groups that have been historically underrepresented.

Opportunity is open until filled.