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seela.org

JOB DESCRIPTION

TITLE:	Market Match Assistant
REPORTS TO:	Program Manager, Benefits & Incentives
LOCATION:	On-Site, Farmers' Markets (Echo Park FM and Hollywood FM)
COMPENSATION:	Starting at \$17/hour
BENEFITS:	48 – 72 hours PTO / year, 403b retirement plan, Lifeworks Employee Assistance Program
SCHEDULE:	Fridays 2:30-7:30p, Sundays 7:30a-1p, + occasional on-call shifts

BACKGROUND:

The **Market Match Assistant** works under the direction of the Program Manager, Benefits & Incentives to provide customer service and site support for the implementation of Benefits and Incentives programs, such as Market Match, at our farmers' markets. These programs play a vital role in our food access and equity work. Market Match and other incentives for EBT and WIC users help make fresh, locally grown produce more affordable for the low-income customers we serve by providing a dollar-for-dollar "match" in the form of vouchers when they shop at our farmers' markets. We have implemented Market Match and other nutrition incentives programs for 10+ years, and proudly offer these programs at all our farmers' markets.

DUTIES – FARMERS' MARKETS (REGULAR MONTHLY SHIFTS & ON-CALL)

- Administer CalFresh EBT and Market Match transactions for market customers.
- Educate customers about Market Match and other nutrition incentive programs.
- Educate customers on where to apply for CalFresh benefits.
- Direct customers to vendors accepting WIC benefits as needed.
- Assist with communicating important program and community updates to customers.
- Assist with annual surveys of customer base per grant evaluation requirements.
- Assist Market Manager(s) as needed with communication about program operations and updates to farmers/vendors on market day.
- Assist the Market Match Associate with program outreach and promotion as needed.
- Participate in quarterly Benefits and Incentives team meetings (typically virtual).

QUALIFICATIONS:

- Bilingual English/Spanish skills desired.
- Experience with or knowledge of farmers' markets, food security and nutrition issues preferred.
- Familiarity with federal nutrition benefit programs including CalFresh/SNAP/EBT, and Women Infants & Children (WIC) programs a plus.
- Excellent interpersonal skills - comfortable communicating with the public.
- Retail or farmers' market experience highly desired.
- Strong organizational skills and attention to detail.
- Experience with data collection desired.
- Introductory level knowledge and/or experience working with Excel sheets.

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 resume via email to:

E-mail: employment@see-la.org (Subject Line: Market Match Assistant – Hollywood/Northeast L.A.)