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JOB DESCRIPTION

TITLE: Incentives Assistant (Seasonal)
REPORTS TO: Program Manager, Benefits & Incentives
LOCATION: On-Site, Farmers' Markets (LA River Farmers' Market, Echo Park Farmers' Market, Hollywood Farmers' Market)
COMPENSATION: Starting at \$17/hour
BENEFITS: 48 – 72 hours PTO / year, 403b retirement plan, Lifeworks Employee Assistance Program
SCHEDULE: Thursdays 2:30-7:30p, Fridays 2:30-7:30p and Sundays 7:30a-1p (seasonal June-November 2023)

BACKGROUND:

The **Incentives Assistant** works under the direction of the Benefits & Incentives Program Manager to provide customer service and site support for the implementation of Benefits and Incentives programs, such as Farmers' Market Nutrition Program (FMNP) Plus and Market Match, at our farmers' markets. These programs play a vital role in our food access and equity work. The Seasonal Incentives Assistant will work primarily with the FMNP Plus program during the FMNP season (May-November 2023). FMNP Plus incentives are available to WIC and Senior FMNP users and help make fresh, locally grown produce more affordable by providing a dollar-for-dollar "match" in the form of vouchers when they shop at our farmers' markets. We have implemented nutrition incentives programs for 10+ years, and proudly offer these programs at all our farmers' markets.

DUTIES – FARMERS' MARKETS (SEASONAL FOR THE FMNP SEASON)

- Distribute and track FMNP Plus incentives during FMNP season (May-Nov. 2023).
- Educate customers about the FMNP Program, FMNP Plus and other nutrition incentives.
- Direct customers to vendors accepting FMNP checks and FMNP incentives.
- Direct customers to vendors accepting eWIC benefits, as needed.
- Administer CalFresh EBT and Market Match transactions for market customers as needed.
- Inform customers on where to apply for CalFresh benefits.
- 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: Incentives Assistant Seasonal – Northeast Los Angeles)