



Sustainable Economic Enterprises of Los Angeles

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seela.org

JOB DESCRIPTION

TITLE:	Incentives Assistant II
REPORTS TO:	Program Manager, Benefits & Incentives
LOCATION:	On-Site at Farmers' Markets and Remote
COMPENSATION:	\$18-22 per hour
BENEFITS:	48 – 72 hours PTO / year, 403b retirement plan, Lifeworks Employee Assistance Program
SCHEDULE:	Thursdays 8:00am-12:00pm, Fridays 2:30-5:30p, Saturdays 9:30am-1:00pm (July-November). Rotating, flexible site work and Remote Admin (Year-Round). (Approx 12-15 hours/week)

BACKGROUND:

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.

The **Incentives Assistant II** 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 Incentives Assistant will work primarily with the FMNP Plus program on a fixed schedule during the FMNP season (May-November 2023) and provide on-site and remote administrative support for our year-round incentives programs. Both our WIC FMNP Plus and Market Match 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.

DUTIES – FARMERS' MARKETS

- 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 eWIC, FMNP checks, and FMNP incentives.
- Administer CalFresh EBT and Market Match transactions for market customers as needed.
- Inform customers on where to apply for CalFresh benefits.
- Assist with communicating program updates to customers.

- Assist with administering annual surveys of customer base per grant evaluation requirements.
- Assist Program Manager with rotating market site visits to support in ongoing training of Market Match Assistants.
- Provide on-call shift coverage support as needed (fixed and/or rotating availability).
- Take images and assist Benefits & Incentives team with IG posts and stories.
- Assist with program promotion, including creation of digital flyers using Canva.
- Assist the Market Match Associate with data entry for tracking of incentives distribution and customer totals.
- 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 Canva and social media required.
- Experience supervising or leading entry-level staff teams 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 II)