



650 Suffolk Street G10
Lowell, MA 01852
www.millcitygrows.org

Seasonal Market Operator (bi-lingual)

Hourly, Seasonal

Start Date: As soon as April 1 and no later than April 15

End Date: End of October 2024

Position Description:

Do you thrive in a fast-paced, retail and community-oriented environment? Are you passionate about fresh food access and bilingual (Khmer or Spanish)? The Mobile Market, a farmstand on wheels, seeks a Market Operator (MO) to play a vital role in supporting its mission. You'll operate mobile market stops throughout Lowell, directly connecting with diverse populations and ensuring access to fresh, healthy, and culturally relevant food options. This role fosters collaboration with the Urban Farm, Market Gardener, and CSA/Veggie Box programs to promote food sovereignty and build a healthier community. We strive to provide multilingual education and outreach on food assistance, nutrition, and health. In addition to distributing our own Lowell-grown produce, we prioritize ethical sourcing from local growers for our food access programming.

As the Market Operator, you'll be responsible for a variety of tasks:

- Operating mobile markets across Lowell, creating a welcoming environment for all customers, with a strong preference for those who can communicate effectively in Khmer or Spanish.
- Building relationships with community members to understand and address their food access needs, particularly those speaking Khmer or Spanish.
- Partnering with the Market Manager to integrate local growers, promote market locations, and develop educational opportunities within the market setting.
- Operating four markets a week, Tuesday-Friday, up to 30 hours per week.

This position provides a unique opportunity to directly contribute to a more equitable food system in Lowell, especially for Khmer and Spanish-speaking communities.

Organization Description: Mill City Grows (MCG) was founded in 2011 as a catalyst for food justice, ensuring that all people of Lowell have access to culturally connected food, land, and education. Our programs have grown from a single community garden to include: food, nutrition and advocacy education for people of all ages; community, school, and market gardens; working urban farms; mobile markets and farm shares; and above all encouraging and supporting people to grow their own food. MCG infuses food production spaces with food education to increase food sovereignty, universal access to fresh produce, and promote environmental sustainability throughout Lowell.

Mobile Market Program Overview:

MCGs food distribution programs provide Lowell residents with fresh, local, culturally connected produce in a way that works for their needs and lifestyle. Our mobile markets operate year-round in collaboration with community partners to co-locate in high traffic areas to provide food access. The goal of the program is to increase access to affordable and fresh food for low-income families, particularly those using SNAP with the Health Incentive Program (HIP), WIC and Senior Farmers Market coupons, and Flex Services benefits to purchase food.

Responsibilities: Be an ambassador of Mill City Grows' mission throughout the community; continue to build and strengthen our partnerships with community organizations, volunteers, and educational groups that visit the mobile market. Participate in staff meetings, professional development, organization wide events, and the organization's culture of philanthropy.

- Create a pop-up shopping experience, operating a mobile market where we build relationships with repeat customers, offer information and recipes, and help customers learn about where their food comes from.
- Drive, park, and maneuver our mobile market van and trailer in Lowell.
- Assist in farmers market set-up and breakdown including setting up: tables, tents, market displays, point-of-sale systems, and outreach materials.
- Assist customers with using and processing SNAP/HIP, Farmers Market Coupons, and Flex Services, UHC/OTC and other food benefits. Process cash, credit and debit transactions.
- Maintain a safe work environment by upholding market safety and community standards.
- Assist in maintaining cooler cleanliness, inventory and assuring produce quality.
- Keep organized and accurate records of donations, waste, weekly sales, and payment methods to assist in weekly data collection.
- Assist with produce procurement from local farms including pick-up and distribution.
- Operators will support outreach strategies, oversee donations and procurement among other duties as assigned.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to safely lift and carry 50 pounds repeatedly
- Prolonged periods of standing and/or walking
- Low postures such as stooping, crawling, kneeling, and crouching
- Aptitude for physically demanding, fast-paced and repetitive work in all weather conditions

Connecting with Diverse Communities:

- Bilingualism is strongly preferred: **Khmer, Spanish, and Portuguese** are especially helpful, but we appreciate fluency in any of the following: Arabic, Pashto, Karen, Haitian-Creole, Swahili, Vietnamese, Kinyarwanda, or Lao.
- Strong communication and interpersonal skills to build rapport with a diverse clientele.

Operational Efficiency:

- Valid driver's license required (trailer driving with training provided). It is a plus if you have experience transporting cargo safely and are familiar with the Lowell area.
- Familiarity with Google Suite (Sheets, Docs, Calendar) to manage schedules and inventory.
- Math proficiency: addition, subtraction, able to make change, balance a cash drawer.
- Comfort using point-of-sale systems like Square and MobileEBT (training provided).
- Experience in market retail operations, customer service, or hospitality is a plus.
- Excellent organizational skills with a knack for problem-solving and critical thinking under pressure.
- Excellent communication skills. Access to a smart phone is preferred—we communicate through multiple mediums including, Google Chats, email, text messages, and phone calls.

Personal Qualities:

- Positive attitude and ability to work independently and collaboratively.
- Strong sense of responsibility, initiative, and a touch of humor are essential!

By combining these skills, you'll play a vital role in making fresh, healthy food accessible to all of Lowell's residents!

Compensation: \$25/hour, up to 30 hours per week, paid bi-weekly

- Paid federal holidays that land within Tuesday-Friday
- Accrued Sick Time
- Accrued Vacation Time
- Fresh produce from the farm
- Eligible for enrollment in our 401K program
- Eligible for health, dental and vision insurance with 75% paid by company if working up to or over 30 hours per week.

To Apply: Please send your resume, cover letter, and three references upon request to hr@millcitygrows.org with the subject line "Seasonal Market Operator"

Mill City Grows is an Equal Opportunity Employer that is committed to creating a multicultural organization. We actively seek a diverse pool of candidates for this position.