



FMNP Program Coordinator

Position Type: Part time, contract. June 1st through November 30th, 2024. Outdoor market work required; markets are rain or shine.

Shifts: Tuesdays from 7am-12:30pm, Thursdays from 1:30-7:30pm, and Sundays from 6:30am-12:30pm

Salary Range: \$15 per hour, up to 20 hours per week

Organizational Overview:

Market Umbrella is a 29-year-old community non-profit that operates the Crescent City Farmers Markets, provides community education related to nutrition and healthy eating, and offers a robust array of food access programs. Our work supports Louisiana foodways and culture, serves as a small business incubator and supporter of the local economy, and provides food access programs to help all New Orleanians and beyond have greater access to fresh, local foods. The Crescent City Farmers Market operates three robust weekly farmers markets in the New Orleans area, hosting over 80 local small farmers, fishers, and food producers, and more than 100,000 shoppers annually. In addition, Market Umbrella offers a weekly home delivery produce box. We offer a variety of SNAP education and nutrition education programs, and several food access programs including Market Mommas Club and Market Match. We've expanded our efforts to support producer and farmers markets across the state through launching a statewide Market Match program called Greaux the Good.

General Position Description

Reporting directly to the Market Manager and working in collaboration with all Market and Program staff, the FMNP Program Coordinator will assist with the implementation of the [Farmers Market Nutrition Program \(FMNP\)](#) Senior Citizen and WIC benefits in the market space. The FMNP Program Coordinator's main work is processing FMNP transactions via Solimarket on an iPad, distributing the matching of FMNP incentive tokens, and providing information and guidance to FMNP customers in the marketplace including how the programs work and what items are available for purchase with their FMNP card benefits and FMNP match currency. They will also assist in supporting market operations.

Duties and Responsibilities include the following:

- Performing physical set-up and break-down of FMNP program tent, tables, and signage on market dates (rain or shine).
- Preparing FMNP program supplies and equipment, signage and other materials required for program implementation.
- Providing excellent, personable, informative customer service, welcoming new and current FMNP customers to market, offering assistance, fielding shopper and vendor questions, and giving market tours.
- Using provided technology/equipment to process FMNP transactions, check FMNP benefits balances, and distribute match incentives
- Communicating the parameters of the FMNP program, and additional Greaux the Good programs and incentives.
- Completing reporting and needed data entry as it pertains to FMNP transactions
- Assuming and completing other duties and responsibilities deemed necessary by the Market Manager and Director of Markets

Qualifications

College degree, or relevant work experience (in retail, customer service, public health, food service, social work, food systems, or other related field). Highly organized, professional, with attention to detail, demonstrated customer service skills and excellent verbal and written communication and interpersonal skills.

Familiarity with or enthusiasm for food access, nutrition program education, and/or working with vulnerable populations is a plus. Program implementation and community outreach experience is preferred.

Trustworthy, fun and hardworking people-person. Highly responsible and accountable. Great attitude with can-do spirit. Team player with the ability to take direction and work independently.

Familiarity processing financial transactions is a plus.

Tailored coursework/training/certifications a plus.

Experience working with seniors and/or low income families strongly preferred.

Spanish and or Vietnamese language fluency is preferred.

Willingness to wear a work uniform and dress professionally and appropriately for the weather while serving as an ambassador of Market Umbrella.

Ability to lift 40+ pounds repeatedly, throughout varying weather, and in good humor.

Ability to work in an outdoor, fast-paced environment required.

A commitment to attend all shifts during the contract. Market times (including setup and breakdown) are currently Tuesdays Uptown from 6:30am-12:30pm, Thursdays in Mid-City from 1:30pm-7:30pm and Sunday in City Park from 6:30am-12:30pm.

Perks

Work in a lively and outdoor work environment with a like-minded, passionate team of public health and food systems advocates working to connect local farms and businesses to local residents!

Discounts on market merchandise.

Market Umbrella is committed to having a staff that represents the community we serve. We encourage applicants who can help us build a truly inclusive culture to apply. Market Umbrella provides equal employment opportunities to all employees and applicants for employment without regard to race, ethnicity, religion, age, gender identity or expression, sexual orientation, disability, national origin, or veteran status.

To apply, please submit a cover letter, resume, and 3 professional references (at least one a current or former supervisor) to employment@marketumbrella.org. Applications will be accepted on a rolling basis until the position is filled.