



FOOD ACCESS ASSOCIATE - DC

Updated April 2024

WHO WE ARE: FRESHFARM builds a more equitable, vibrant, sustainable, and resilient food system in the Mid-Atlantic region by producing innovative solutions in partnership with local communities and organizations. We create food access, economic development, and thriving communities through hands-on education, farmers markets, and food distribution programs. Produce Plus and the Senior Farmers Market Nutrition Program (FMNP) are two [food access programs currently administered by FRESHFARM](#). These programs provide locally grown fruits and vegetables from farmers markets to DC residents with limited access to fresh, nutritious food. While increasing access, these programs simultaneously generate meaningful income for local farmers, many of whom are also first-generation farmers and BIPOC farmers.

WHO YOU ARE:

- Passionate about FRESHFARM's mission and food access work
- Excited to engage with local farmers at DC-area farmers markets & meet customers where they work and play within the District (ie. at farmers markets, local libraries, and recreation centers)
- Demonstrated ability to quickly gain proficiency with & provide users of all skill levels with support using new technologies
- Clear communicator who can build strong & positive relationships with people from all walks of life
- Preferred, but not required for all open positions: Native speaker and/or fluent in English and Spanish or Chinese (Mandarin, or Cantonese)

WHAT YOU'LL DO: DC Food Access Associates support the Produce Plus & FMNP programs, customers, and stakeholders through their work to support customer enrollment and program usage at-market and virtually, and through supporting the farmers administering these programs at local farmers markets.

(NOTE: We are seeking to hire at least 1 Bilingual DC Food Access Associates who will do the following customer- and vendor-facing duties in English as well as Spanish.)

Farmer Technical Assistance

- Resolve farmer's issues with wifi, devices, and software, and resolve participant issues with account, balance, or transactions at program locations or over the phone
- Collaborate with DC Health and FRESHFARM staff to troubleshoot program implementation issues
- Support DC Health and FRESHFARM staff with data entry and cleaning

Program Enrollment

- Support Produce Plus & Senior FMNP participants by completing shifts on the hotline
- Provide on-site support at local events to get participants enrolled in food access programs

Program Outreach and Communications

- Conduct outreach to connect customers with program information
- Communicate farmer, partner, and customer feedback to DC Health and FRESHFARM

Program Operations

- Support management of technology inventory (Apple devices, wifi hotspots, signage, etc.)
- Support benefit distribution at local farmers markets and community sites by create a comfortable, inclusive, and enjoyable experience for customers
- Assist customers with troubleshooting any benefit redemption issues at local farmers markets

THE PERKS:

- Work with a collaborative, diverse, welcoming, and fun-loving team
- Create vibrant relationships with diverse community members & farmers in your local community
- Make a difference in your local community by facilitating critical food access!

THE DETAILS:

- **Compensation:** This is a part-time, seasonal, non-exempt position compensated at \$20/hour*
*Employees with fluency in Spanish or Chinese will be compensated at \$21/hour
- **Schedule:** This is a part-time, seasonal, non-exempt position with variable hours, typically as follows
 - During the main program season (**April - November**) this position will work variable weekly hours, up to 15 hours per week; a mutually agreed upon weekly schedule will be created with the employee upon hire.
 - **Weekly Schedule Requirements:**
 - **At Least 1 Weekend Shift (In Person):** Saturdays and/or Sundays ~9am-1pm
 - **1-3 Weekday Shifts (In Person and/or Remote):** each shift will be 4 hours long between 9am-7pm; hours based on market and/or program schedule
Additional shifts may be available pending program needs and employee interest.
- **Working Locations:** The person in this role must be able to:
 - **Work remotely on weekdays** using their phone and a tablet or laptop
 - **Work in person on weekends, and possibly weekdays:** Travel across Washington, DC to work at one or more [Produce Plus sites](#) and/or Senior FMNP farmers market. (*Note: given the wide range of working locations, stipends are available for local commutes*)
 - Onboarding & occasional meetings will also be held at our **office in Downtown DC**
- **Seasonality:** This seasonal role will **end no later than 12/15/24**
 - While not required, we are excited to find candidates that are interested in returning for future seasons! A desire to return for future years would be a plus.

PHYSICAL & OTHER REQUIREMENTS

- Must be able to work outdoors in all weather conditions, for up to 4 hrs/day, and move about the farmers market worksites (including sitting, standing, and walking/moving)
- Must be fully vaccinated against COVID-19;
- Must have access to a personal smartphone; \$25/month stipend provided for use

HOW TO APPLY:

- Complete [this application form](#) to apply. Applications will be accepted on a rolling basis; we strive to respond within a few weeks.
- Finalists should expect to participate in a 1 hour interview and provide 2 professional references.

EQUAL OPPORTUNITY EMPLOYMENT

FRESHFARM is an equal opportunity employer. We are committed to diversity and building an equitable and inclusive workplace for people of all backgrounds and experiences. **We encourage members of traditionally underrepresented groups to apply, including people of color, LGBTQ+ people, veterans, and people with disabilities.** We do not discriminate, and will take affirmative action measures to prevent discrimination against any employee or job applicant on the basis of race, color, national origin, gender, gender identity, gender expression, sexual orientation, age, religion, creed, disability, or veteran status in the following areas: employment, recruitment, or advertisements for employment; compensation, termination, upgrading, and promotions; any other conditions of employment.