

Sales Support Operator

Job Title: Sales Support Operator

Position Type: Full-Time, seasonal (Summer)

Compensation: Hourly; \$20/hour

Location: Lancaster, MA (*In-person*)

World Farmers is hiring a Sales Support Operator who will be responsible for supporting key staff in the sale of Flats Mentor Farm (FMF) farmer products and World Farmers' wholesale operations, as well as support FMF farmers at farmers' markets throughout the summer season. This position will assist in a wide array of market-related activities and requires a person who is excited to learn and is willing to take on any task.

Responsibilities Include:

- Work with FMF farmers to ensure each maintains post-harvest handling procedures prior to and during markets, maintaining retail market standards.
- Assist farmers in learning about and following wholesale market standards, as well as support farmers in recordkeeping needs regarding wholesale sales.
- Support farmer-driven value-added product development through our commercial kitchen and commercial mill.
- Support FMF farmers at farmers' markets with any day-of market needs; Assist in advocacy at farmers' markets for our Flats Mentor farmers, report issues to key staff.
- Research and flier within communities surrounding farmers' markets to assist farmers in building a new and growing customer base.
- Coordinate with Design Coordinator in developing social media posts and campaigns in support of FMF farmers' sales and marketing.
- Perform general outreach to FMF farmers as needed by key staff.
- Any additional duties as requested or required to support each FMF farmer. World Farmers encourages a team environment and asks staff to support, collaborate and communicate across roles to ensure our services remain seamless to FMF farmers.
- Ensure completion of all evaluation and reporting needs for program efforts.

Qualifications Necessary:

- Understanding and knowledge of handling, display, and sale of produce.
- Experience in farmers' market sales, marketing, or displays a plus.
- Familiarity with cultural crop needs among immigrant communities and communities of color in our region is a plus.
- Experience in food safety regarding post-harvest handling is a plus.
- Passion, compassion, curiosity, and creativity to explore and develop new market opportunities for cultural crops for and with immigrant farmers and communities.

- Qualities of self-motivation, time management, flexibility and cooperation, and ability to be effective in a dynamic, multicultural/multilingual work environment.
- Social Justice, Racial Justice, and Food Justice minded and motivated individuals.
- Ability to work a flexible schedule, if needed.
- Ability to lift 50 pounds or more and walk the fields regularly in all weather.
- Ownership of reliable transportation and a valid driver's license.
- Capacity to build a collaborative culture across teammates to ensure effective and strong systems are built and implemented.
- Excellent interpersonal skills and ability to build relationships with diverse farmers.

Additional Duties Include: acting as World Farmers ambassador and representing our values and mission across all interfaces, including with staff, farmer participants, and partners; and any other duties that working in a mission-driven, fluid operation require.

Compensation: This position is full-time at 40 hours per week, seasonal (Summer), and hourly at a starting rate of \$20/hour.

Benefits: health insurance, vacation and sick time, as well as fresh veggies!

To apply: Submit your résumé, brief cover letter, and three references to [HR \[at\] worldfarmers \[dot\] org](mailto:HR@worldfarmers.org) with the subject line: Application. References will not be contacted without your prior approval and notification.

Start Date: Applications will be reviewed on a rolling basis. Ideal start date May 1, 2023, (negotiable).

World Farmers holds 30 years of experience in supporting immigrant, refugee, and beginning farmers to grow and market their produce. Through Flats Mentor Farm in Lancaster, MA, World Farmers assists over 350 farmers by providing access to land, farming infrastructure, and technical assistance in agricultural production and marketing so that immigrants and refugees passionate about agriculture and living in New England can grow familiar foods and contribute to community food systems where locally produced cultural crops are available to all.

*World Farmers is an equal opportunity employer and **strongly encourages** applicants from culturally diverse backgrounds and/or historically under-represented communities.*

We are an equal opportunity employer that does not discriminate on the basis of race, color, religion or belief, disability, gender, nationality, ethnicity, sex, gender identity or expression, sexual orientation or any other status protected by law. World Farmers is committed to equal employment opportunity and strongly encourages women and people of diverse backgrounds to apply.