

Coupon Coordinator Position (part-time)

In partnership with the Department of Agricultural Resources the Coupon Coordinator works with the MFM Executive Director and other staff to pay farmers for coupons they redeem and maintain records. Implementation includes education, outreach, and training to farmers, market managers, project partners, and occasionally market shoppers. Excellent customer service, attention to detail, and proficiency with MS Office applications are required.

Position is paid hourly. Commensurate with experience.

Primary Responsibilities

- Provide assistance, troubleshoot problems, and resolve issues, by email and phone, to farmers and partners.
- Manage and order program supplies and maintain storage
- Process coupons for payment and maintain/organize storage
- Manage records and transmit information to MFM staff and partners.
- Manage program database
- Maintain equipment and facility and diagnose and resolve hardware issues as needed
- Conduct research as needed.

Skills and Experience Required

- Minimum 1-2 years of work in related field- database management, IT support, customer service.
- Exceptional organization and attention to detail.
- Ability to work independently and as part of a team.
- Ability to prioritize tasks, create schedules, manage time, and meet deadline.
- Clear-cut critical thinking and judgment.
- Excellent written and verbal communication skills in person, with email, and by phone.
- Strong interpersonal skills and experience in professional interaction with staff, customers, the general public, and government officials
- Flexible to changing situations and priorities.
- Proficient in Microsoft Office Suite. Experience with MS Access or SQL preferred

EBT Coordinator Position (part-time)

Mass Farmers Markets is looking for a committed, passionate, and outgoing individual to fill our off-seasonal, part time EBT (Electronic Benefits Transfer) Coordinator position.

The EBT Coordinator will work on site, at Mass Farmers Markets' managed markets; Central Square (Cambridge), Davis Square (Somerville), or Copley Square (Boston). The EBT Coordinator will be MFM's liaison, interacting with SNAP (Supplemental Nutrition Assistance Program, formerly known as food stamp) recipients and shoppers, farmers market vendors, market managers, and community organizations

in order to implement and process SNAP and credit/debit card transactions, and spread awareness for the program as well as support the manager as needed.

This position begins in May and continues through mid-November. Candidate should be available on Mondays and Tuesdays for the Central Square and Copley Square markets, or Wednesdays and Fridays for the Davis and Copley markets.

Required Skills

- Exceptional written and oral communication skills; Ability to conceptualize and describe Mass Farmers Markets' mission in a way that is compelling and clear to shoppers
- Comfort and willingness to actively participate in the community; experience in data collection a plus
- Strong work ethic and capability to thrive and take initiative with a commitment to high standard of excellence, responsibility and accountability
- Working knowledge of PC based computers and software; familiarity in configuring computers for wireless networking; well versed in email communication and file sharing/transfers
- Familiarity with spreadsheets; working knowledge of database manipulation (strong Microsoft Access skills a plus); working knowledge of IIF files a plus
- Capability to identify and record system operating problems and communicate them clearly to MFM's software engineer

Responsibilities

- Process SNAP and Credit/Debit transactions in coordination with the market manager
- Keep precise, detailed, and organized records both electronically and through paper records to accurately reimburse vendors for SNAP sales
- Work with partnering community groups to promote SNAP and HIP at farmers markets.
- Educate SNAP recipients and vendors about procedures for SNAP acceptance and redemption at market. Keep all parties updated on the program.
- Provide operating information to our software engineer and assisting with functional problem resolution
- Maintain a friendly and professional manner while interacting with all parties involved

Commitment:

- Compensation: \$15/hr
- Duration: immediately to the end of November