

## **Food Hub Coordinator Job Description**

**Position Title:** New Entry Food Hub Coordinator

**Position Status:** Seasonal Full Time **May - November**

**Reports To:** New Entry Food Hub Program Manager, New Entry Sustainable Farming Project

**Compensation:** \$21/hr

### **Organizational Description:**

The New Entry Food Hub is a program of New Entry Sustainable Farming Project. Our Food Hub embodies a unique relationship between producers and consumers, which benefits consumers, small-scale limited-resource farmers, local communities and the environment. New Entry is committed to providing training and education to beginning, immigrant, and refugee farmers.

### **Job Overview:**

Oversee operation of the multi-farmer New Entry Food Hub distributing fresh, locally-grown produce throughout the North Shore and Boston area. Operations include a 300-share Community Supported Agriculture (CSA) program, multiple wholesale accounts, and a variety of community partnerships serving low-income and food insecure individuals. Goals include growth of the operation focusing on diversifying CSA offerings, increasing number of food access partnerships, and establishing an institutional marketing program.

### **Key Job Elements:**

This position has three distinct focus areas.

- *Marketing, Sales, and Outreach*
  - Work with Food Hub Manager, buyers, and site contacts to achieve sales goals.
  - Work with individuals and organizations in low-income communities to grow New Entry's Food Access program.
  - Contribute to the production and distribution of weekly Food Hub newsletter, social media content, and communications.
  - Work with Manager to continuously monitor progress in reaching program goals, including documenting outcomes and assisting with grant

reporting.

- *Operations*
  - Establish and maintain relationships with New Entry farmers and regional farmers to support weekly sourcing, order fulfillment, and delivery systems.
  - Track sales, collect invoices, and assist Manager with billing.
  - Assist with customer service.
  - Maintain Food Hub organization, cleanliness, and oversee FSMA compliance.
  - Oversee management of a group of 10 volunteer warehouse packers.
  - Work collaboratively with Food Hub Operations Assistant; provide backup delivery driver support in the event that Operations Assistants are not available.
- *Farmer Training*
  - Assess and document crop quality and provide Farmer Training team with technical assistance recommendations.
  - Assist farmers in obtaining certifications, insurance, and other documents required to sell to the Food Hub and other markets.
  - Collaborate with Manager to conduct annual re-establishment of New Entry Food Hub membership guidelines, including producer requirements, pricing structures, procedures, and regulations.

**Qualifications:**

- Prior experience in managing a food-based social enterprise or agricultural business is essential. Agricultural training and experience in multiple aspects of farming is a plus.
- Experience in sales, marketing, produce buying, relationship-building, and customer service.
- Community organizing and cross-cultural experience helpful; prepared and excited to build relationships with beginning, immigrant and refugee farmer participants.
- Supervisory experience preferred.
- Volunteer management experience required.
- Highly organized and attention to detail.
- Strong leadership skills.
- Self-motivated and directed; works well within a rapidly-changing environment.
- Effective communications, interpersonal skills, and strong writing ability
- Clean driving record
- Confidence working with diverse software systems (MS Office, social media, Salesforce CRM, website content development, graphic design, Excel database, supply chain management tools)

- Warehouse or produce handling experience preferred.
- Access to reliable private transportation necessary.
- Flexible schedule needed, including evenings and weekends.

**Special requirements:**

- Ability to perform varied and repetitive warehouse tasks including manual lifting of boxes between 25 – 50 pounds, in conditions that vary from hot and humid, to cold and wet, and up and down stairs. Valid driver's license and a clean Motor Vehicle Record.
- Ability to operate forklift in a warehouse environment.

**To Apply:**

Email a resume and letter of interest to [jacob.weiss@tufts.edu](mailto:jacob.weiss@tufts.edu) with subject line Food Hub Coordinator Application