

Position Title: **Marketeer**

**Locations:** Portland Area & Newport & Corvallis

**Supervisor/Manager:** Market Lead



**Compensation:** Local minimum wage + benefits

\$16.30/hr – Portland State University, Hillsdale, and Beaverton Markets

\$15.05/hr – Newport & Corvallis Markets

Experienced marketeers may be eligible for a pay differential

**Employment type:** Part-time / 1 day per week – Seasonal

**PSU:** Year-Round

**Corvallis:** January – November

**Beaverton:** May - November

**Newport:** April – November

**Hillsdale:** April - November

#### **Benefits:**

- An abundance of Organic produce for your household
- Generous food & drink vendor trade allowance
- 15% discount on any added value products, and at our farmstand and on-farm restaurant

#### **Summary**

Gathering Together Farm is a Certified Organic, diversified fresh market vegetable farm. We pride ourselves on creating a friendly, informed, and community-oriented market experience. We value a collaborative work environment, and our success is driven by the energy our market team brings to work. We want marketeers to connect with our customers and the farm-based team, and to stay educated about the produce we grow. Marketeers are the face of the farm; passionate, creative, and organized people are greatly desired. Each marketeer can look to their Market Lead to learn market specifics.

#### **Customer Service**

*Represent the farm by creating positive customer experiences, maintaining an upbeat, helpful, and customer-centric attitude, while being educated about the produce we grow. Be kind and acknowledge all who enter our booth. Customers are our number one priority.*

- Get to know your customers and make it a priority to acknowledge them when they come into the booth.
- Stay educated about the seasonality of our produce. Refer regularly to GTF's weekly market memo. Communicate with your customers.
- Anticipate customer needs and seek to create a positive and memorable experience.
- Answer questions in a friendly manner to the best of your ability. If you are unsure of an answer direct the question to your Market Lead or the Markets Coordinator
- Do not let side conversations with co-workers or friends distract you from serving the customer.
- Pay attention, be flexible and dynamic.
- Provide an accurate and timely checkout experience. Use mental math as much as you can and calculators only when you really need it.
- Address customer concerns and complaints with tact and empathy, taking their concerns seriously and referring them to the market lead when necessary.

## **Market Booth Assembly & Breakdown**

*GTF is well known for our beautiful and creative produce displays. There is a balance between aesthetics and functionality, and marketeers should do their best to ride that line.*

- Punctuality: Arrive at a time which allows you to park your bike/car, drop your bag, greet your friend, etc., before punching in for the start of your shift.
- Set up canopy, unload produce and equipment from trucks, set up equipment and tables.
- Create an abundant, beautiful, and functional produce display in a timely manner, while ensuring that backstock is always stored in the shade to retain marketability.
- Assist with getting accurate signage out for all produce before the market bell rings.
- Assist with set up of cash table, CSA table, and sample table.
- At the end of market, packing produce safely and assisting in completing inventory process.
- Assist Market Drivers and Equipment truck drivers with loading, as directed by the respective driver or lead.
- Assist with final booth space cleanup.

## **Maintenance of the Market Booth**

- Keep displays looking full and abundant during the entirety of the market. This is done through stocking and rearranging the booth as inventory is depleted.
- Do not overstock items that have a limited shelf-life. Refer to your market lead examples.
- Extend shelf-life by keeping delicate greens misted and stacked carefully and moving shade umbrellas to keep produce out of the sun as it changes throughout the day.
- Communicate with fellow marketeers to keep the booth well organized and productive.

## **Communication**

- Respect common workspaces.
- Maintain a pleasant, helpful relationship with co-workers, customers, and fellow vendors.
- Express needs and concerns in an open and collaborative way. Contribute to a positive work environment.

## **Safety & Hygiene**

- Maintain a safe work environment for yourself and the people around you.

## **Minimum Requirements**

- Physically capable of standing for long periods of time, lifting totes up to 50 lb, moving heavy display racks and materials above shoulder height.

## **Desired Experience:**

Past experience in retail with food, produce, farming, gardening, cooking and/or willingness to learn produce retail, display techniques, storage and handling of produce and cooking techniques. Past retail/customer service experience, confidently handling cash and card transactions

## **Disclaimer**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. They may be subject to change at any time due to reasonable accommodation or other reasons. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.