

Arcadia Center for Sustainable Food & Agriculture

Mobile Market Mobile Market Community & Innovation Manager

Job Description

December 1, 2020

Join the Arcadia Center for Sustainable Food & Agriculture Mobile Market team as our Community & Innovation Manager, a new, full-time, year-round position funded by a three-year USDA grant.

The ideal candidate understands Washington, D.C., outside “the federal city” and passionate about equitable food access and public health, with excellent communication skills, who finds energy in community engagement, and who is interested in data-backed programming and evaluation.

This position has two mandates: to deepen our engagement with customers and the community we serve to keep our operations relevant and responsive to their needs and preferences, and to collaborate with the community to identify new opportunities and ways to address the ongoing inequity in food access.

You will apply your creativity and innovation to help improve the Mobile Market customer experience; expand and leverage our loyalty program and data for customer benefit; conduct surveys and evaluations; and forge new relationships and partnerships to broaden and deepen the Mobile Market’s impact.

You’ll work closely with the Market Director and Operations Manager year-round, and with seasonal staff from May through November when the Mobile Market is in full swing. As a mission-driven organization, everyone at Arcadia and on the Mobile Market staff occasionally performs duties outside their job description as needs arise to keep markets operating smoothly. You should be unafraid to ask for help or ask questions.

Weekend and evening hours will occasionally be expected, as that is when many community-level organizations gather.

Salary range: upper 30s to low 40s, depending on experience, subsidized health insurance, and generous paid time off.

DUTIES include:

- Attending and speaking at Advisory Neighborhood Commission meetings, church services, community festivals, and other gatherings
- Developing strong working relationships with customers and community leaders
- Helping to refine the customer experience at the Mobile Market
- Conducting surveys and evaluations
- Overseeing loyalty program registration and communications
- Writing or contributing to weekly newsletters and group text communications, as needed
- Organizing the annual Mobile Market community dinner and/or other customer-focused events

- Occasional Market support as needed
- Occasional Box and Sprinter truck driving, as needed

Please respond with a cover letter and resume to info@arcadiafood.org as soon as possible. We will be interviewing on a rolling basis.