

Mobile Market Lead Volunteer Description

At Shalom Farms we believe everyone deserves access to healthy food. We are a nonprofit farm and food justice organization based in Richmond, VA working together to build healthy communities by growing and sharing healthy food. The food we grow is distributed through our network of programs and partnerships in communities where access to healthy food is limited. As a team, we are passionate about addressing the complex nature of food access issues, committed to being anti-racist and to understanding the systemic causes of injustice, and dedicated to bringing about meaningful change.

Our Mobile Market program facilitates weekly markets in neighborhoods with limited access to fresh, local food. Launched in 2016, the market visits ten locations each week from May to November, including low-income senior housing communities, community health clinics, and public housing communities. Each season, we host almost 400 markets, process more than 4,000 transactions, reach more than 1500 unique customers, and distribute more than 170,000 servings of produce.

Mobile Market Lead Volunteers will commit to attending at least one of our weekly market sites regularly throughout the season. Depending on the location, market times range from 1.5 to 2 hours long and volunteers would assist with both set up and break down at their assigned market site.

Market duties include:

- Helping with tent, table and display set-up
- Assisting customers with produce selection as needed
- Assisting customers with produce bagging as needed
- Answer customer questions about produce items or ideas for preparation
- Restocking produce and other market supplies
- Maintaining attractive and clean produce display bins
- Facilitating payment through our tablet POS system, including SNAP/EBT, cash and credit cards sales
- Honoring and properly documenting vouchers and loyalty cards
- Assisting with clean-up and market break-down
- Providing friendly and professional customer service to all shoppers

Desired Qualities include:

- Experience in customer service/retail
- Experience and comfort working with diverse socio-economic backgrounds
- Ability to lift and move 25 pounds
- Ability to anticipate customer needs and adjust market displays and offerings accordingly
- Friendly disposition and interest in meeting and getting to know new people
- Professionalism and ability to help ensure all customers have an enjoyable and dignified shopping experience.

Interested volunteers should send their availability and a brief cover email to hannah@shalomfarms.org