



Assistant Operations Manager Job Description

Reports To: Operations Manager **Status:** Non-Exempt, 30 hours/week, Year-round **Hourly Wage:** \$25

Overview: *The Assistant Operations Manager supports the Operations Manager in overseeing Napa Farmers Market operations, integrity, and administration. Key areas of responsibility include:*

- *Market operations and integrity*
- *Vendor relations and excellence*
- *Financial management*
- *Organizational management and administration*

ESSENTIAL JOB FUNCTIONS

Market Operations and Integrity

- Assist Operations Manager in implementation of market operations and integrity of bi-weekly markets.
- Provide leadership to ensure market operations are of highest quality, including acting as a team leader of the Market Assistant staff.
- Assist Operations Manager in management of day-to-day market operations and logistics for bi-weekly markets.
- Maintain onsite safety and be prepared to take quick and appropriate action to address health and safety concerns.
- Oversee organization of Napa Farmers Market storage trailer and communicate maintenance needs to Operations Manager.
- Implement safe and efficient market set-up/break down and vendor load-in/-out via supervision of market staff.
- Communicate purchasing, ordering, and printing needs to Operations Manager to ensure bi-weekly markets have all necessary equipment, documents, merchandise, and supplies.
- Assist Operations Manager in assigning volunteer duties to support market operations as needed.
- Assist with media posts at the market as needed.
- Assist Operations Manager in overseeing the on-site implementation and documentation of food assistance programs.
- Assist Operations Manager in maintaining compliance and appropriate reporting in accordance with grants, contracts, and local, state, and federal laws.
- Foster healthy communication in all aspects of market operations and administration by creating a climate of trust and open, honest, and respectful communication.
- Effectively engage with diverse groups of people and express empathy and compassion while listening.
- Employ conflict resolution and de-escalation techniques to resolve issues at the market.
- Implement anti-racist and diversity, equity, and inclusion strategies embraced by the NFM in all aspects of market operations, integrity, and administration.
- Complete other duties as assigned with reason to meet the emerging needs of market operations, integrity, and administration.

Vendor Relations, Communications, and Excellence

- Cultivate positive and professional relationships with established and new vendors.
- Assist Operations Manager in maintaining regular and clear communications with vendors to ensure maximum stall space utilization, compliance, and enforcement of NFM policy.

- Assist Operations Manager with the creation of safe market map layouts in compliance regulations and maximizing stall fees.
- Assist Operations Manager in maintaining compliance and appropriate reporting in accordance with grants, contracts, and local, state, and federal laws.
- Assist Operations Manager with the annual vendor application process and regular recruitment, vetting, and onboarding of new vendors.
- Employ conflict resolution and de-escalation techniques to resolve with/between vendors.

Financial Management

- Assist Operations Manager in accurate invoicing and redemption of market currency to all vendors via monthly in-arrears billing cycles and communication of payment due date enforcement.
- Ensure accurate and efficient on-site collection and reconciliation of market currency.
- Maintain inventory and accurate sales for NFM merchandise, Square details, petty cash, and cash flow reconciliation at the market.
- Assist Operations Manager in accurate administration, documentation, and reporting required for food assistance program funds.
- Provide information as needed for documentation of bank deposits.
- Assist Operations Manager in reporting requirements for the quarterly CDFA Fee Report are maintained.
- Provide input to develop efficient systems and processes to meet changing organizational needs as well as ongoing developments to the financial features of MarketWurks software.

Organizational Management and Administration

- Provide input to develop, optimize, and implement new and existing systems and processes for on-site and administrative operations for maximum efficiency to meet evolving organizational needs.
- Implement fair and effective vendor policy, including Rules & Regulations, to ensure meeting market needs and compliance with local, state, and federal laws.
- Assist Operations Manager in ensuring up-to-date electronic copies of all required documents are stored in MarketWurks and/or DropBox.
- Assist Operations Manager in ensuring public facing Vendor maps and Vendor Profile information is up to date in MarketWurks.
- Utilize new and developing features of MarketWurks software to maximize organization and efficiency.
- Assist Operations Manager in ensuring compliance and appropriate reporting in accordance with grants, contracts, and local, state, and federal laws.
- Maintain market data, financial, and performance metrics.
- Maintain positive relationships when representing the NFM.
- Manage the manager@napafarmersmarket.org inbox and ensure timely response that align with organizational priorities to emails.
- Assist Operations Manager in overseeing the monitoring of the Market Cell phone (707) 501-3087 ensure timely response that align with organizational priorities to calls, voicemails, and text messages.
- Provide input for policy development and oversee implementation of green/sustainable market goals.
- Participate in relevant education, training, conferences, and professional development opportunities.