Good Food Market Lead

OBJECTIVE: Expand access to fresh, healthy affordable foods in our region through operations of Capital Roots' Good Food Market.

QUALIFICATIONS:

- Position requires an organized and self-motivated candidate with project management skills and comfortable providing direction to staff and volunteers.
- 3+ years of relevant work experience required.
- Must have a commitment to our local food system, healthy food access and a passion for Capital Roots' mission.
- Excellent customer service and communication skills; previous experience with retail sales and food.
- Experience working with diverse communities, a positive attitude, and high energy level.
- Frequently moves, lifts, or carries objects and products weighing up to 50 pounds.
- Must also have a valid driver's license with the ability to drive and a driving record acceptable for insurance coverage.

RESPONSIBILITIES INCLUDE:

- Oversee the day-to-day operations of the Good Food Market, including maintaining store presentation, providing on-site direction, implementing larger-scale operational objectives, ensuring register coverage, and resolving customer service issues.
- Work alongside our Community Engagement team on general outreach and promotional efforts for the Good Food Market, including managing its social media accounts and coordinating pop-up events and other opportunities to increase customer foot traffic and strengthen brand recognition.
- Develop and implement a system for collecting customer feedback, and guide market clerks in gathering and documenting customer input to help inform improvements to the Good Food Market.
- Actively participate in training and supporting staff, volunteers, and interns to ensure consistent, high-quality hospitality and customer service.
- Work alongside Community Engagement team to create materials for Good Food Market outreach.
- Analyze daily finances for Good Food Market and review daily logs and deposits for accuracy.
- Work directly with Retail Markets Manager to ensure all goals and needs are met for the program.
- Collaborate with and support Capital Roots staff across programs to strengthen cross-program coordination, improve efficiency, and advance shared organizational goals.
- Monitor market inventory and coordinate replenishment orders with the Food Hub Buyer as needed. Use sales history and inventory trends to inform ordering decisions, identify opportunities to improve product selection, and recommend new products based on customer interests and market demand.
- Oversee food quality, food safety and ensure the Good Food Market provides a clean and quality experience for all customers.
- Work with Kitchen Lead on Kitchen users' consignment products for the Good Food Market
- Assist Mobile Markets program as needed.
- Participate in Capital Roots' events, staff meetings, and all other duties as needed.

SALARY & BENEFITS: This is a full-time non-exempt position (40 hours per week) paid hourly ($19 per hour) at an annual rate of $39,520 per year, in a flexible work environment. Typical work schedule will be 9-5 Monday-Friday, with one 11-7pm shift per week and one Saturday shift per month. This position mandates some schedule flexibility, as this role will be covering Good Food Market staffing gaps whenever applicable. Excellent benefits including monthly medical and dental insurance premiums paid by Capital Roots upon hire. The average employee saves $11,900 annually thanks to 100% employer-paid health premiums. In addition to generous vacation time, we observe 11 paid holidays – including four floating holidays – and offer paid personal and sick time. You also have the option to enroll in our 403b retirement plan.

About Capital Roots: Capital Roots is striving to create a more vibrant and equitable food system in New York's Capital Region. We work to reduce the impact of poor nutrition on public health in New York's Capital Region by organizing community gardens, providing healthy food access, offering nutritional and horticultural education for all ages and coordinating urban greening programs in Albany, Rensselaer, Schenectady and southern Saratoga Counties. Our mission is to cultivate and nourish communities by creating equitable access to fresh foods and green space in support of a robust regional food system. **To learn more about Capital Roots, go to www.capitalroots.org.**

Capital Roots is an Equal Opportunity Employer that is committed to creating a multicultural organization. We actively seek a diverse pool of candidates for this position, especially candidates of color. We seek to foster diversity across our organization and welcome the unique contributions our team members make based on their diverse perspectives, backgrounds, and lived experiences.

Send cover letter and resume (*no calls please!*) to:
Anastasia Cange, Retail Markets Manager
Capital Roots, 594 River Street, Troy NY 12180 | email: retailmarketsmanager@capitalroots.org