



Retail Sales Associate 2023

Lexington Community Farm, Lexington, MA

About the Farm

Lexington Community Farm Coalition, a 501(c)(3) nonprofit organization (LexFarm), was founded in 2011 by community members to protect one of the few remaining farms in Lexington, MA. LexFarm grows certified-organic food with sustainable farming practices, connects and educates community members, and provides fresh produce to all including those in need.

The farm is a model for responsible land and soil stewardship, a place for fresh local organic produce and for community connection.. We donate seedlings and produce (at least 10% of our produce) to people in need through local food rescue and community organizations. We participate in the SNAP and HIP programs so that people of limited means can shop in our farm store. We also subsidize some of the CSA shares for SNAP recipients.

About the Farm's Retail Business

The farm's retail business is a core part of LexFarm's operations. Retail sales include produce grown at LexFarm and by local partner farms, high-quality local food (dairy products, meats, cheeses, bread, condiments, etc.), flowers, seedlings, gardening supplies and artisanal products. Sales are conducted in-store, self-serve, and via Square, an on-line sales platform. The farm runs a CSA program with multiple offerings – vegetables, mushroom, fruit and flowers. All except flowers, which are pick-your-own, are distributed in the Farm Store.

The farm store serves as the hub of the farm and all retail sales. It is the face of the farm, as well as its eyes and ears. The proper running of the farm store is key in maintaining excellent relations with the public.

About the Position

We are looking for an enthusiastic and energetic individual to work year-round in our farm store. This is a customer facing position for someone who wants to learn about the retail side of a farm with some opportunities to work alongside farmers in the field. The Retail Sales Associate will be responsible for setting up and closing the farm store, selling produce, seedlings and products, distributing CSA produce, interacting with customers, managing our Square POS platform and providing a superb customer experience,



Great customer service skills, an ability to work quickly and efficiently, and a good sense of humor are vital to this position. Interest in sustainable agriculture, local food systems, and cooking is a plus. The Retail Sales Associate will report to the Retail Sales Manager and will be asked to step into a leadership role when the Manager is out sick or on vacation.

Responsibilities

- Engage with all visitors to the store about produce, seedlings and product, our farming practices, local food, education programs and on-farm events
- Create a clean, attractive and welcoming environment in and outside the farm store, including educational signage, porch and front displays, wagons and seating area
- Set-up and store away produce, seedlings and products daily
- Learn and comply with food safety guidelines.
- Display and store produce properly to reduce food waste
- Assist with CSA distribution
- Learn about our Pick-Your-Own operation and assist with creating relevant signage
- Assist with sale of retail produce, seedlings and products
- Learn about government-subsidized benefits (SNAP and HIP) available to some customers; execute those sales with the same level of accuracy and compassion provided to all customers.
- Assist with inventory tracking and control
- Weekly pickup of select products, when necessary (mileage reimbursed).
- Assist with social media campaigns
- Assist with food donations to our community partners

Requirements

- 1-year customer service experience. Some experience working outdoors is preferred, and an interest in organic farming is encouraged.
- A positive attitude and good sense of humor, in all kinds of weather
- Comfortable working with and learning computers, point of sale platforms, Google Suite, and Microsoft Office
- Demonstrated ability to follow directions and work independently
- Ability to work on Saturdays and on occasional Sundays when there are farm events.
- Ability to bend and lift 50 pounds repeatedly. Vegetable bins can weigh up to 50 pounds; setting up the CSA and farm store daily. It's a workout!
- Responsible and punctual
- Ability to commit to the full 2023 season (May-December), preference will be given to candidates who would like to work with us year round.



Hours/Schedule

The Associate's typical work week is Wednesday-Friday (12-8pm) and Saturday (8am-3pm), *although for the right candidate there may be some flexibility.*

Weekly hours vary over the course of the season, but are typically 30-32 hrs/week. Our farm store opens May 3. Two paid training days will be scheduled prior to opening day. A few special events may require additional hours and days throughout the season. This is a year-round position.

Compensation and Benefits

This position is 32-hr/week offering \$16.50/hr. An additional 10% of salary is provided in the form of a healthcare stipend for an effective hourly rate of \$18.15.

Benefits include a summer vegetable CSA share, a PYO flower share, a fall vegetable CSA share and a discount on all produce and products sold at the farm store.

Benefits also include 6 paid vacation days (4 of which can be taken during the 20 week Summer season) paid holidays (at the discretion of management), and 5 days of paid sick time. Interested candidates should email a cover letter, resume, and 2 references to Allison at employment@lexfarm.org.