



<b>Job Identification</b>	
<b>Title:</b> Customer Experience Lead <b>Location:</b> Port Credit Farmers Market <b>Category:</b> Seasonal Contract	<b>Department:</b> N/A <b>Reports To:</b> Executive Director <b>Direct Reports:</b> Ambassadors/Volunteers
<b>Summary</b>	
<p>Reporting to the Executive Director, the Customer Experience Lead is responsible for ensuring the smooth execution of the weekly Farmers Market with special attention to event set up, tear down, customer service, health and safety and managing staff and volunteers. The Customer Experience Lead will work closely with the Logistics Lead to deliver a positive and safe community event.</p>	
<b>Identified Tasks</b>	
<p><b>Set-Up</b></p> <ol style="list-style-type: none"> <li>1. Set-up market signage and sandwich boards on site</li> <li>2. Set-up market entry/exit points (staff, signage, spacing)</li> <li>3. Set-up the BIA table with tablecloth, directories, bags, etc.</li> <li>4. Support community and promotions tents with set-up upon arrival</li> <li>5. Set-up market music</li> <li>6. Assist buskers/performers with set-up</li> <li>7. Document and provide payment to all buskers and performers</li> <li>8. Oversee set-up of market festivities and events (opening/closing ceremony)</li> </ol> <p><b>Customer Service</b></p> <ol style="list-style-type: none"> <li>1. Provide ongoing support to vendors and artisans</li> <li>2. Handle all inquiries from guests and the community</li> <li>3. Tend to PCBIA booth when required</li> <li>4. Ensure vendors and artisans are only selling approved items and are working in accordance with market guidelines</li> <li>5. Manage market ambassadors and volunteers</li> <li>6. Assist attendees in completing any required surveys</li> <li>7. Provide weekly emails to all vendors, artisans, musicians etc. including a site map, protocols, and other relevant communications</li> </ol> <p><b>Seasonal Farmers Market</b></p> <ol style="list-style-type: none"> <li>1. Act as point of contact for all City and health and safety matters</li> <li>2. Ensure market binder is always on site</li> <li>3. Survey market for safety issues and communicate to market team</li> <li>4. Submit written report on any safety issues/incidents via email to manager</li> <li>5. Ensure all vendors, artisans and community partners are working in accordance with market protocols</li> <li>6. Ensure market capacity does not exceed approved limit, record daily number of non-attendees on site per booth.</li> </ol>	

**Tear Down**

1. Ensure vendors and artisans stop selling at 2:00 pm
2. Shut down BIA table and store all materials and merchandise
3. Store all entry/exit point equipment and cleaning supplies
4. Take down market signage and sandwich boards and return to storage
5. Ensure garbage is collected and properly disposed of at the end of the day
6. Assist Logistics Lead with closing the market
7. Sign-out market ambassadors after closing duties
8. Advise the PCBIA office of any bags or supplies inventory

**Reporting**

1. Weekly reports will be sent to the Executive Director on any and all transactions relating to the Marketing including, expenses, towing, stall and tent bookings, etc. and will include copies of receipts for expenses and received payments
2. Weekly reports will be sent to the Executive Director on the attendance numbers at the Market
3. Any issues or escalations will be sent to the Executive Director on the day in which they are received or occurred

**Qualifications**

1. An energetic self-starter with a “can-do” attitude and strong problem-solving skills
2. Ability to use current and new technology
3. Strong professionalism and customer service skills
4. Excellent organization, time management and the ability to prioritize work
5. Experience organizing and managing community events
6. Experience managing event staff and volunteers
7. Must be able to stand for extended periods of time
8. Must be able to lift a minimum of 30 lbs

**Additional Details**

Rate of pay:

\$25.00 / hour while performing Customer Experience Lead duties at the Market

\$18.00 / hour for up to 3 hours/week for Market related admin / meetings

Hours:

7:00 a.m. to 3:00 p.m. every Saturday from June 1, 2024, to October 5, 2024

Weekly Farmers Market Team meetings (1 hour/ week)