

# Farmers' Market (FM) Volunteer Customer Service Representative (CSR) Job Description

**Friends of Norwood Center (FNC)** is a 501(c)(3) non-profit organization, working to develop, build and strengthen downtown (aka Norwood Center) experience and vitality of the community. Established in 2011 and revitalized in 2014, our mission is to lead and support efforts to drive awareness and attract people to Norwood Center and its great places to shop, dine and have fun.

**Purpose of Job:** Provide support to the Farmers' Market Manager or designee

**Duties:**

- On the day of market help set up of the canopy, tables, chairs, signs and other materials at the beginning of the Farmers' Market and the removal of the same at the end of the Market day.
- Assist the Farmers' Market Manager as requested.
- Communicate with others in person, via email and on the telephone
- Answer patrons and farmers inquiries, such as directions, vendor location on the site, etc.
- Help promote a culture where we exceed customer expectations and the mission of the Friends of Norwood Center

**Supervision Received:** Reports to the Farmers' Market Manager or designee

**Work Environment:** Each CSR between set up, end of shift and/or end of market day will sit/stand at the FM table(s) to provide information to farmers, customers and general public regarding the Market and daily events when appropriate. Working outside from June to October for 3-4 hours in various weather conditions

**Requirements**

**Education:** No formal education is required

**Experience:**

**Skills:** Knowledge of effective marketing, public relations, social media channels and digital photography

**Physical Demands:** Able to lift and carry equipment weighing 50 lbs. Able to work outdoors in a variety of weather conditions. Noise levels may vary.

Reasonable accommodations may be made to enable individuals with disabilities to perform duties.