



POSITION TITLE:	Food Hub Coordinator
FLSA:	NON-EXEMPT
REMOTE:	NO
MEDICAID:	NO
CREATED DATE:	4/8/2024
REVISION DATE:	

POSITION SUMMARY

This full-time, year-round, position is responsible for coordinating the sales and business aspects of the Refugee Enterprise & Agriculture Program at Catholic Social Services' (CSS). Our program seeks to promote the well-being of Alaska's refugee community by providing income-generating work experience, skill-building, family support, and access to fresh food to participants in the [Fresh International Gardens program](#) and [Grow North Farm](#). Grow North Farm is an urban farm and marketplace designed for refugee and immigrant agricultural entrepreneurs. Fresh International Gardens (FIG) a refugee-run farming co-op that helps new Alaskans develop English-language and small business skills, access fresh vegetables, and earn supplemental income. This position will be primarily involved with the Grow North Farm CSA, FIG's value-added product lines (spice blends, tea blends, and other products), and pop-up restaurant and catering events. The Coordinator will oversee the customer-facing operations of our operation and the back-end management such as sales tracking, product development, and production. This position may require occasional evening and weekend hours.

This is a new position in a thriving program with lots of room for growth, creativity, and new ideas. Our program has been around since 2007 and we are excited to invest in this aspect and welcome a new member to our team!

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration –

ABOUT OUR PROGRAM/DEPARTMENT

Refugee Assistance & Immigration Services (RAIS) provides a bridge for refugees (individuals who have had to flee their countries of origin due to the tragedies of persecution and war) and other new arrivals from their former life experiences to the new skills required for success in the United States. Through a focus on economic

self-sufficiency, community integration, and a respect for unique cultures, history and traditions, RAIS creates an environment of compassion and encouragement for refugees to flourish.

REQUIRED COMPETENCIES

Knowledge:

- Knowledge of cross-cultural services.
- Knowledge about trauma informed care practices.
- Knowledge of food security issues, food production, food safety regulations

Skill:

- Experience with any of the following software and/or technology would be a plus: Square online, Microsoft Teams, WordPress, Google Workspace, Squarespace, Mailchimp.
- Strong oral and written communication skills.
- Competent in working with clients in crises in a fast-paced daily routine.
- Organized, self-directed and resourceful, good at problem solving; and passionate about building a food system that is regenerative, sovereign and just.
- Project management skills and experience
- Demonstrated leadership and teamwork skills.
- Comfortable with a changing workflow and able to prioritize tasks. Shows initiative and self-confidence in various situations and challenges.
- Bilingual preferred.
- Ability to relate to other employees, program participants and the public.
- Managing a small business using small-scale, ecologically sustainable techniques.
- Small scale food production

RESPONSIBILITIES:

- Coordinate customer-facing aspects of the CSA. Including but not limited to:
 - Help lead volunteers and farm interns during packing/distribution
 - Enroll and support CSA members
 - Work with Communications team to promote program and engage members
- Lead all aspects of value-added products line (spices blends, tea blends herb vinegars, hummus, etc.). Including but not limited to:
 - Production days
 - Product development
 - Inventory and organize product
 - Maintain a clean and organized facility
 - Ensure safety protocol is adhered
 - Manage relationships with wholesale partners
 - Work with Communications team to promote sales
- Oversee ecommerce platform:
 - Manage inventory and sales of vegetables and products
 - Track profits/expenses
- Gather and report data for grants and agency needs as requested
- Coordinate pop-up events (pop-up restaurants, bake sales, lunch and learn events)
- Recruit, teach and support refugees in the Fresh International Gardens program

- Working with community partners to pursue other revenue streams to support the long-term financial sustainability of the program
- Initiate growth opportunities in cooperative or social enterprise development

QUALIFICATIONS:

- Bachelor's degree in a related field (e.g. business administration, community development, food/agriculture) and 2 years related experience, **or** an equivalent combination of education and experience
- Demonstrated familiarity with food system work and/or nonprofits preferred. Experience with CSA's or food hubs a plus.
- At least one year of experience with commercial/cottage food production.
- Supervision experience preferred.
- Valid driver's license

WORK ENVIRONMENT

Work environment: This job operates both indoors and outdoors at our farm locations. Must be able to tolerate heat, cold, and wet conditions while performing necessary duties. The work will take place within a highly collaborative team environment with a distributed leadership model.

Conditions. The office is open-office, meaning that desks and conversations are often in close proximity to one another, so the candidate selected must be able to focus in an environment with some audio and visual distractions. Reasonable accommodations can be provided upon request, including screens, headphones, etc.

Physical demands: Must be physically able to walk, stoop, push, lift up to 40 lbs, sit or stand for extended periods of time, engage with screens for extended periods of time, climb up and down short sets of stairs, drive, be around a wide variety of food products, including some major allergens, and operate small-to-large equipment with proper training.

Travel: Travel out of Alaska is rare. Occasional travel within Anchorage is required.

Location: Various sites in Anchorage

Pay and hours: Wages are dependent on the experience and qualifications of the candidate and will be set according to the CSS pay scale. This position is full-time (40 hours/week) and is paid at an hourly rate. The position has flexibility in hours and scheduling.

_____ / _____	_____ / _____	_____ / _____
<i>Employee Name</i>	<i>Employee Signature</i>	<i>Date</i>
_____ / _____	_____ / _____	_____ / _____
<i>Supervisor Name</i>	<i>Supervisor Signature</i>	<i>Date</i>