

Market Manager

POSITION: Market Manager

EMPLOYMENT TIME PERIOD: Ongoing and programmatic based

EMPLOYMENT TYPE: Part-time, 1099 independent contract

REPORTS TO: SECC Executive Director and Community Development Program Manager

COMPENSATION: \$20-\$23 per hour

HOURS: Up to 20 hours per month (Apr/May) and then 12 hours weekly during Sundays June 7, 2026 -September 27, 2026 required

Position Overview

The **Market Manager** is responsible for daily operations of the Hyde Park Farmers Market (HPFM) from opening day through the last day of the Market, **Sundays June 7, 2026 - September 27, 2026 from 8:30am-4:00pm**. In addition, the Market Manager will oversee various Market Pop Up events such as the Winter, Holiday or Spring market activations.

The SECC and Special Service Area #61, who co-produce the HPFM, rely on the Market Manager to be the liaison with and between all parties served by the market. The Market Manager will be required to open the Market area each Sunday by marshalling the farmers/vendors to their assigned areas and ensuring that set up and breakdown of the market is carried out in a prompt and orderly manner. The Market Manager is the “go-to” person for vendors and visitors during market hours and is the representative on site. The position requires personal confidence and the ability to effectively communicate with a variety of people including vendors, visitors, stakeholders and more.

The location of the Hyde Park Farmer's Market is at 5400 Lake Park West. This is an outdoor market.

Specific Responsibilities and Qualifications

The Market Manager position requires a variety of interpersonal and technical skills to work effectively with farmers/vendors, visitors, and community partners. It is critical that the Market Manager have the following skills to perform the job effectively:

- Must have experience working in a nonprofit and strong familiarity with Hyde Park and surrounding southside communities. Experience working in a farmers' market, community garden or other customer service or special events required.
- High School Graduate, Some College or College Degree Preferred.
- Must be at least 18 years of age.
- Must have reliable transportation.
- Organizational skills and attention to detail are key.
- Effective problem-solving and creative thinking skills.

- Self-motivation and high verbal and written communication skills.
- Certification in First Aid and CPR preferred. The SECC will pay/reimburse for a 3-hour certification.
- Marketing skills preferred, but willingness to learn is very important.

General Market Responsibilities

- Help prepare and update market plans, vendor applications, market rules and policies.
- Communicate with the SECC Staff during planning and weekly during market season.
- Develop and maintain good working relationships with fellow market team members, farmers and vendors, consumers, and community members, groups and organizations.
- Assist vendors, community representatives, and consumers by providing market-related information, conflict resolution, and general aid as appropriate.
- Assist in coordinating delivery and pickup of the market storage POD and ensure it is adequately filled with the proper market supplies. Report to SECC staff missing or inoperable items, low stock, items no longer needed or new items necessary to support the market.
- Ensure the market is operated in a timely and efficient manner, and that sales occur only within the specific market hours. Establish and enforce regular hours of operation. Enforce market rules.
- First point of contact in preventing and/or resolving issues among vendors, shoppers and visitors to the market. Display a friendly and courteous attitude in dealings with vendors, customers and visitors. Handle all interactions in a consistent manner according to the rules established by the SECC staff regarding the Hyde Park Farmer's Market.
- Ensure emergency procedures are followed for accidents, medical emergencies, safety or crime issues, severe weather, or natural disasters. Follow a chain of command in case communication is compromised by power outages or evacuations. Have quick access to a first aid kit and, in some cases, a fire extinguisher. Knowledge of first aid and CPR is beneficial.
- Continually evaluate the market's strengths and weaknesses. Conduct customer surveys, track overall sales, and monitor for potential improvements in daily logistics, outreach efforts, and product selection. Report this information to the HPFM Program Manager on an established schedule.
- Monitor each farmer/vendor's products and encourage them to market only high-quality goods. Repeated conversations regarding quality of product concerns (three or more) should be reported to the SECC Program Manager
- Coordinate and facilitate non-profits and community groups who display at the market and event activation programs held at the market
- The Market Manager may occasionally assist vendors by providing limited set up help, brief personal breaks.
- Manage the Market Assistant.

Education and Outreach – Work with the HPFM Program Manager and SECC Staff to:

- Promote the market in conjunction with the SECC
- Raise consumer and community consciousness about the Market and its role in the greater Chicago/Hyde Park food system through conversations and targeted activities.
- Educate consumers about locally grown produce.
- Coordinate the space that includes the HPFM Table and community groups

Market Logistics (On Market Days)

- Arrive PROMPTLY at 8:30am before opening to coordinate market set-up. Market hours are 10:00am – 3:00pm. Open and close the market on schedule. Remain at the market until all vendors have left, roughly at 3:30 to 4:00pm (usually no more than 1 hour after market closing except on rare occasions).
- Ensure safety and cleanliness of the site before, during and at the conclusion of each market. Includes setting up barricades/barriers.
- Allocate space for each vendor with the goal of compacting space by moving vendors to avoid open spaces. This will require skill by also ensuring that direct competitors are not next to or too close to one another, or that some vendors offerings don't directly conflict or discourage the sales of other vendors.
- Remind vendors of the rules of setup (prior to open), hours of business, and conclusion of business (by close). Remind vendors of parking rules (no blocking of bank ATM street or parking in bank parking lot). Cars need to be out of lot 15 minutes prior to open. Vendors are to arrive prior to market open and remain until the close of market, unless an emergency, altered hours due to weather, or a prior arrangement with the HPFM Program Manager
- Work with the SECC vendor for setup and breakdown of central area which includes HPFM informational table, partners table, barriers and trash cans. Provide access to storage POD in parking lot. Refurnish information from SECC office.
- Place directional signs promoting the market around the community at key locations prior to opening on each market day and remove those signs at the close of market.
- Maintain and transmit the records and reports required by HPFM to the Program Manager on a weekly basis. Collect data for reporting. Most items include Vendor attendance, vendor time of arrival (on time if ready for business by market open, late or absent otherwise), SNAP and/or LINK vendors, farm fresh vendors, and total market attendance.
- Ensure that HPFM Table is properly set up with appropriate materials and operational items (giveaways, SNAP materials, brochures, writing utensils, etc.). A table and up to two chairs are required. Ensure that these items are available from the storage pod and in ample supply.
- Handle the arrival and setup of community partners and activation event personnel.
- Manage the market assistant and assist in performing assistant's duties when needed
- Other duties as directed by the SECC staff to perform activities and ensure the smooth operation of the market day.

Market Planning and Vendor Onboarding

- Train market assistant to work the HPFM market table, assist arriving community members at their tables, facilitate and process SNAP purchases
- Conduct initial market meeting with vendors prior to market open for summer and winter markets
- Onboard new vendors in monthly scheduled meetings prior to market participation
- Assist Program Manager in developing budget, planning timeline and executing market program prior to market open

General Requirements

- Managers are required to be available for cellphone contact with SECC staff on market day and for regular e-mail contact throughout the duration of their contract. The manager must be willing and able to work



outdoors and to safely lift and carry 50 pounds. The position requires the ability to work independently as well as interdependently with a team of other staff members.

- The Market Manager's general responsibilities include but are not limited to fostering community support for the market, helping promote the market, set up and clean up, vendor communication and keeping accurate weekly records of market activities.
- A successful Market Manager will understand both the vendors' and the consumers' needs and, in conjunction with the SECC team, design and implement strategies to meet these needs.
- The Market Manager is required to be on-site at the market for the duration of the weekly timeframe and available to vendors and consumers before, during and at the close of the market. Assistance will be provided, if needed, to the Market Manager, by a member of the SECC Team.

Applications will be accepted through March 6, 2026 at 5:00pm

Please send your cover letter and resume to diane@secc-chicago.org. Applications will only be accepted via email.