



Job Ad: Manager of Operations

Position Title: Manager of Operations

Organization: Wolfville Farmers' Market Co-operative Ltd.

Position Type: Management

Status: Employee

Location: Wolfville Farmers' Market (some hybrid administrative work, as assigned)

Hours: Fulltime (40 hr work week)

Compensation: \$52,000 Salary (annual)

Benefits:

- In addition to 6 Stat holidays; 6 additional holidays (e.g., Boxing Day, Natal Day, Victoria Day)
- \$100/month: Health Benefits Allowance

Reports to: Executive Director

Introduction

The Wolfville Farmers' Market Co-operative (WFM) is a vibrant not-for-profit cooperative which cultivates opportunities for producers and community to connect, engage, and be nourished through a year-round Saturday Market, an online store and delivery service (WFM2Go.ca) as well as through facility rentals. We help incubate and provide business opportunities for well over 100 local farmers, artisans, and chefs; and we welcome between 1000 and 2000 people through our doors each week.

We are a leader in the farmers market sector, active supporters of our vendors, and have numerous partnerships with community groups. We are progressive in our programming and passionate about creating the best experiences possible to reflect and nourish our community.

We offer a real opportunity for those eager to make a difference and be part of their community. We are searching for someone to embrace an important leadership role with WFM as our Operations Manager responsible for the day-to-day operational management of the Wolfville Farmers' Market Cooperative. We are looking for someone motivated by and committed to the local economy and its local producers, with demonstrated experience in operations management, excellent interpersonal and written and oral communication skills, strong project management skills able to manage priorities in a dynamic environment, experience supervising staff and volunteers, and a commitment to cooperative values and community development.

Summary of Position

The Manager of Operations is responsible for the day-to-day operational management of the Wolfville Farmers' Market Cooperative Ltd. Reporting to the Executive Director, they are responsible for managing the operations for the Saturday Market and WFM2Go, facilities, logistics, rentals, operational staffing, and day-to-day implementation of organizational priorities. They are responsible for leading a team of support staff in the delivery of programs and operations. The Manager of Operations supports a safe, efficient, welcoming, and financially sustainable operation, while implementing the WFM's vision for a connected, nourished and vibrant community. They provide operational leadership by coordinating staff, solving operational issues, and ensuring that organizational objectives are achieved through effective planning, communication, and supervision.

Key Responsibilities

1. Operational Leadership and Management

- Coordinate the day-to-day operation of the Co-operative.
- Monitor operational performance and address operational issues promptly.
- Recommend improvements to operational systems, procedures, and workflows.
- Ensure consistency in operational practices across the organization.

2. Saturday Market Operations

- Coordinate the daily operation of the Saturday market while supporting a positive vendor and customer experience
- Support vendor setup, logistics, and operational needs
- Assist with vendor recruitment, onboarding, and communications.
- Monitor site layout, equipment, signage, customer flow, and operational readiness.

3. WFM2Go Operations and Vendor Relations

- Coordinate producer recruitment, onboarding, scheduling, and communications.
- Oversee customer service and order fulfillment.
- Manage pickup locations, delivery logistics, and transportation.
- Monitor inventory, ordering systems, and technology platforms.

4. Staff, Contractor, and Volunteer Leadership

- Supervise and coordinate work schedules for assigned staff, contractors, interns, and volunteers.
- Conduct hiring and provide onboarding, coaching, training, and ongoing supervision with guidance from Executive Director
- Promote teamwork and conduct regular performance discussions with constructive feedback.
- Recommend disciplinary action, or performance improvement measures to the Executive Director.

5. Operational Planning and Resource Management

- Develop operational work plans and schedules.
- Monitor inventory, equipment, and operational supplies.
- Coordinate maintenance requirements with contractors and service providers.
- Develop contingency plans for operational disruptions.

6. Financial Administration and Operational Budget Management

- Monitor operational expenditures.
- Authorize expenditures within delegated authority.
- Provide operational information required for grant reporting and financial analysis.
- Identify cost-saving opportunities and operational efficiencies.

7. Communications and Collaboration

- Provide timely operational information for newsletters, websites, social media, and promotional materials, as directed.
- Maintain effective communication with staff, vendors, volunteers, and customers.
- Oversee coordination of market events and programming.
- Represent the co-operative professionally during operational activities.

8. Facilities, Assets, Risk, and Regulatory Compliance

- Coordinate maintenance of market facilities, equipment, and operational assets.
- Ensure safe operation of market spaces and equipment.
- Monitor compliance with occupational health and safety procedures.
- Support emergency preparedness and incident reporting.
- Maintain operational records related to inspections, maintenance, and incidents.

9. Community Relations and Service Delivery

- Foster positive working relationships with vendors, members, volunteers, customers, and community partners.
- Promote excellent customer service throughout market operations.
- Support the Cooperative's commitment to local food, sustainability, and community development.

10. Reporting, Evaluation, and Continuous Improvement

- Monitor operational performance indicators.
- Evaluate operational systems and recommend improvements.
- Maintain records related to staffing, operations, facilities, incidents, and program delivery.
- Participate in organizational planning and evaluation and budget development.

11. Other duties as assigned.

Qualifications and Skills Required

Required Qualifications

- Post-secondary degree or certificate in management, or similar.
- Five to seven years experience.
- Demonstrated experience in operations management, nonprofit management, cooperative management, public markets, food systems, logistics, retail operations, or a related field.
- Excellent interpersonal and communication skills.
- Experience supervising staff and volunteers.
- Strong organizational, planning, and project management skills.
- Experience coordinating logistics, facilities, or operational systems.
- Financial literacy and experience managing operational budgets.
- Ability to manage multiple priorities in a dynamic environment.

- Strong problem-solving and decision-making skills.
- Commitment to cooperative values and community development.

Assets

- Experience with farmers' markets or food hubs.
- Experience managing e-commerce or online ordering systems.
- Knowledge of Nova Scotia food safety and occupational health and safety requirements, or completion of the Food Handler's Safety.
- Experience with grant-funded programs.
- Experience coordinating volunteers and seasonal staff.
- Knowledge of cooperative governance and nonprofit operations.

Working Conditions

- Regular weekend work during Saturday market operations.
- Occasional evening work for meetings and events.
- Combination of office, market, and community-based work.
- Frequent interaction with vendors, members, volunteers, staff, customers, contractors, and partners.
- Fast-paced work environment requiring flexibility and adaptability.
- Regular lifting, carrying, setup, takedown, and movement of market equipment and supplies.
- Occasional travel within the region for WFM2Go operations and partnership activities.

Applications

We value diversity and inclusion and encourage applications from Black, Indigenous, racialized, 2SLGBTQIA+, rural, and other equity-deserving candidates. WFM believes lived experience is valid expertise.

Interested applicants are asked to please provide both a Cover Letter and a Resume (merged into one pdf document) by September 24, 5:00 pm. Please email to:

kellymarie@wolfvillefarmersmarket.ca.

Applications Due: September 24, 5pm

Interview Candidates Notified: September 30

Interviews Conducted: October 2-8

Start Time of Contract: October 16-23