



Job Description

Community Outreach & Market EBT Coordinator

Hours: 25 – 30 hours/week

Salary: \$20.00/hour

Status: Temporary (until end of Market season)

The Niagara Falls National Heritage Area is an Equal Opportunity Employer.

Background:

The Niagara Falls National Heritage Area preserves, promotes, and protects the diverse historic, cultural, and environmental assets of the Niagara region. The organization centers local residents and provides an authentic visitor experience through the following values: inclusion, diversity, equity, and accessibility; collaboration; transparency; and integrity.

The Niagara Falls National Heritage Area is collaborating with the Create a Healthier Niagara Falls Collaborative and the Healthy Food Healthy People Work Group for this position, as all entities share mutual interest in the project. The project has a dual focus on community outreach to engage residents in the events and activities of each organization; and managing the acceptance of SNAP (Supplemental Nutrition Assistance Program; formerly food stamps) at the Niagara Falls City Market. The City Market site would also serve as a hub, of sorts, for the outreach efforts.

Position Summary:

This position has two essential functions: serving as a critical touchpoint for the outreach efforts of the partnering organizations; and being the central point for accepting SNAP at the Niagara Falls City Market.

A successful candidate will enjoy interacting with other people; will have strong communication skills; and will be highly motivated and very organized.

Essential Responsibilities:

- SNAP/EBT management
 - Assist with enrolling farmers/vendors in the market, using provided participation agreements
 - Distribute signage and other information to participating vendors
 - Safeguard all EBT tokens and incentive coupons
 - Attend training programs, as required
 - Set up of EBT booth, including tokens, signage, wireless terminal, etc.
 - Completion of tracking logs for token sales and incentive distribution

- Accept tokens from vendors for redemption, and logging appropriately
 - Complete redemption forms as vendors redeem tokens
 - Organization and safekeeping of tracking logs and paperwork
 - Survey customers and vendors to evaluate program
- Outreach/Engagement
 - Work with partners to gather and distribute important outreach/educational materials
 - Enroll/register residents in upcoming events/activities
 - Engage individuals as volunteers in partner projects and events

Minimum Qualifications:

- A passion for community and social justice
- Excellent interpersonal and communication skills
- Responsible, flexible, punctual, detail-oriented, and able to work well under pressure
- Ability to take initiative and work creatively and effectively as a member of a team
- Friendly and outgoing
- Strong customer service skills and experience
- Financial/accounting and secure cash handling experience preferred

Special Requirements:

- Must be able to sit/stand outdoors for long periods and in a variety of conditions

Qualified candidates should submit the enclosed application (below) along with a resume (if possible) to:

Niagara Falls National Heritage Area

Email: tlowe@discoverniagara.org



Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

City State ZIP Code

Phone: _____ Email _____

Date Available: _____ Social Security No.: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a felony? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

References

Please list three professional references.

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Full Name: _____ Relationship: _____
Company: _____ Phone: _____
Address: _____

Previous Employment

Company: _____ Phone: _____
Address: _____ Supervisor: _____

Job Title: _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____
Address: _____ Supervisor: _____

Job Title: _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____