



Job description: Market Operations Manager

The [Boston Public Market Association](#) (“BPMA”) is a nonprofit 501(c)(3) with a mission to develop and operate the Boston Public Market, the permanent year-round market in Boston that provides fresh, healthy food to consumers of all income levels and nourishes our community. The 28,000 square foot Boston Public Market houses 30 local farmers, fishers and food entrepreneurs, selling items such as fresh produce, meat and poultry, eggs, milk and cheese, baked goods, beverages, flowers and an assortment of specialty and prepared foods. In addition to these permanent vendors, the Market also welcomes short-term pop up vendors who participate for a limited time frame. The BPMA seeks a Market Operations Manager to be a part of the operations team in the Market.

The Position and Responsibilities:

The Market Operations Manager works closely with all of the small BPMA team to ensure the smooth operations of the Market. This person will specialize in the management of the Market’s facilities, contractor relationships, physical building, and appearance. Specific responsibilities include:

- Oversight of BPMA’s contract service staff (security, maintenance, janitorial)
- Onboarding and construction coordination for new vendors
- Ensuring vendor adherence to market policies and procedures
- Procurement and management of trades workers to maintain and repair the facility
- Working with the building operations staff (loading dock managers, janitorial staff, security, etc.) to ensure a clean, safe, and efficient space
- Regular on-site supervision of the Market floor and operations
- Committed execution of operational policies with an eye toward continual improvement
- Maintaining strong working relationships with vendors and other Market stakeholders and constituents
- Working as part of a small team to do whatever is necessary to operate a successful, world-class market

Qualifications:

- At least 1 year of experience as part of a management team responsible for operations of a store, shop, facility etc.
- Excellent interpersonal skills, including the ability to maintain mutually respectful relationships with a diverse range of people
- Proficiency in complex, multi-stakeholder operations
- Ability to anticipate problems and act quickly and wisely to prevent them from occurring
- Ability to stay calm in stressful environments
- Highly energetic, positive, flexible, and an unflappable demeanor
- Interest in local agriculture and food a plus

The Boston Public Market is an equal opportunity employer and encourages applications from all. Please submit qualifications and cover letter with salary requirements to ccronin@bostonpublicmarket.org.

Deadline: Tuesday, February 13, 2024