



Location:	Homer Farmer's Market
Job Title:	EBT Coordinator/ Assistant Manager
Overseen by:	HFM Board, directly reports to Treasurer and Market Manager

Type of position: A part-time position available from first market through last market date to run the EBT machine on Market days, Wednesdays (beginning in July) and Saturdays (beginning Memorial Day weekend)	15 hours/week @ \$20 per hour (this rate is grant funded for 2015-2016) <ul style="list-style-type: none"> • Must be available Wednesday 2:15 – 6:15pm and Saturday 9am – 3:30pm • Additional time for record keeping; must complete all data entry by Tuesdays, following the market week
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GENERAL DESCRIPTION

EBT Coordinator/ Assistant Manager will manage a table in the Information Booth where customers can swipe either their EBT/Quest, Credit, Debit cards, as well as purchase market coins with cash or check. Responsible for setting up table, signage, and machine. Must have good customer service skills, high level of mathematical accuracy, and appropriately inform customers and vendors on the use of Supplemental Nutrition Assistance Program (SNAP) and market tokens at the market. Maintains record of all transactions, vendor contracts, receipts, and market tokens that vendors receive. Completes balance sheets and Vendor Reimbursement log weekly for each market. Market Manager will then disperse reimbursement checks. Acts as Market Manager in Manager's absence/ during Wednesday markets.

EBT PROGRAM DESCRIPTION

The EBT Machine is run wirelessly at the HFM to accept electronic transactions from customers since many vendors are cash-only. Customers can swipe their Debit/Credit cards in exchange for gold market tokens that can be spent with any participating vendor. Customers that receive SNAP benefits are also able to swipe their Quest cards in exchange for SNAP wooden market tokens. These tokens are specific to the SNAP program and can only be spent at vendors that accept SNAP benefits. Vendors than can be reimbursed for the gold market tokens and SNAP market tokens that they receive. Vendors may turn in coins on Saturday markets only.

SKILLS REQUIRED

- Must be able to commit to entire market season
- Have good customer service and basic accounting skills and maintain a positive attitude
- Should have knowledge of basic EBT machine operation and be able to troubleshoot with machine vendor
- Must have experience working with budgets and balance sheets
- Must be excellent at keeping record of different transaction types

MAIN RESPONSIBILITIES

Managing Booth: follows Operations Manual for Quest/Market Token Program. Runs EBT machine swiping customer Debit/Credit/Quest cards and appropriately giving out market tokens.

Record Keeping: responsible for keeping record of all transactions with written record and associated receipts. Records must differentiate between Debit/Credit/Check/Cash/Quest card sales in Sales Log. Also maintains balance of which vendors receive what tokens and associated reimbursement in Vendor Log.

Vendor Reimbursement: collects tokens from vendors and gives vendor receipt for tokens accepted by vendor. Enters receipts on shared spreadsheet so appropriate checks can be written by Market Manager to vendors. Maintains record of vendor reimbursements.

Assistant Management: acts as manager on Wednesdays- sets up Info Booth, collects vendor fees, places vendors, sets up hand washing station and outhouses, enforces all policy and deals with any conflicts as they arise, with help from Market Board; on Saturdays, will act accordingly should Manager be absent or on break; may cover Market Greeter as well. Other duties may be required.

Operations Manual for Quest/Market Token Program

Before Market:

- ___ Stock Cash Box:
 - ___ 100 tokens in \$1 Quest (\$100)
 - ___ 100 tokens in \$5 Quest (\$500)
 - ___ 200 tokens in \$20 Market Tokens (\$2,000)
- *Note on tokens: Market Tokens, beyond the amount in the cash box, are kept in a safety deposit box, accessible by Board President, Marhsa Rouggy or Treasurer Margo Reveil. They will need a few days notice to get tokens. Quest tokens are kept by EBT Coordinator, and stored in Market Storage Unit during off-season.
- ___ Charge Card Reader; insure back up battery is charged and on-hand
- ___ Check for enough register tape, always have 2 spare rolls in market trailer
- ___ Put blank log sheets in clear folders
 - ___ Sales Log
 - ___ Vendor Reimbursement Log
 - ___ Token Log

Day of Market

- ___ **Opening: 9:00-10:00 (SATURDAY)**
 - ___ Hang up "Purchase Tokens Here" signs
 - ___ Display SNAP Retailer Permit
 - ___ Set up cash box and card reader
 - ___ Assist manager and greeter with any other tasks
- ___ **Opening: 2:15pm-3pm (WEDNESDAY)**
 - ___ Complete all Saturday list
 - ___ Unlock bathrooms/set up hand washing station/ place parking lot barriers up at 3pm
 - ___ Collect fees from vendors- they should check in at INFO Booth for spot- take money/give receipt then
- ___ **Sales Saturday- 10am-3pm; Wednesday- 3pm-6pm**
 - ___ Greet Customers
 - ___ Ask what type and quantity of tokens they'd like.
 - ___ Get customer information & record in sales log (i.e. first time customer & zip)
 - ___ Swipe cards, enter amount.
 - ___ If customer wants a receipt, push the button Alpha Copy.
 - ___ Give customer their copy of receipt and put MERCHANT COPY in cash box. Also, record sale amount in sales log.
 - ___ Give customers tokens, inform all customers NO refunds for their unused tokens- keep tokens for future markets.
 - Refer to quick guide for keystrokes.
- ___ **End of Market 3pm-3:30pm (Saturday)**
 - ___ Give time for vendors to hand in tokens, 30 minutes after close of market
 - ___ Print batch report from card reader
 - Press F
 - Go to 2 .batch
 - Press Enter and wait for report
 - ___ Staple merchant copies to batch report, date and initial
 - ___ Turn off card reader and pack into box
 - ___ Total Sales Log and Vendor Reimbursement Log, **double check** for accuracy
 - ___ Count tokens in cash box and market on Token Log
 - ___ Pack up signs, handouts and cash box
 - ___ Coordinate with Wednesday's coordinator on transfer of paperwork/EBT supplies
- ___ **End of Market 6pm-6:15pm (Wednesday)**
 - ___ Complete all Saturday list
 - ___ Lock bathrooms/ put up hand washing station/ remove parking lot barriers up at 6pm
 - ___ Coordinate with Saturday's coordinator on transfer of paperwork/EBT supplies

Vendor Reimbursements (vendors should come to Information Booth):

- ___ Check that vendor has signed a contract
- ___ Count out tokens, mark the quantity of each type and denomination

TYPE	#	\$\$\$
# \$1 Quest:	5	\$5.00
# \$5 Quest:	2	\$10.00
# \$20 Market Tokens:	4	\$80.00
TOTAL:	11	\$95.00

- ___ Write out receipt in receipt book with the above information
- ___ Give vendor top copy and keep carbon copy in receipt book
- ___ Inform vendor they'll receive their check the following week, if they want it mailed get address
- ___ Write down transaction in Vendor Reimbursement Log

Book Keeping:

- ___ Enter totals from Sales Log onto Shared GOOGLE DRIVE Document, note # of new customers, etc
- ___ Enter reimbursements into Shared GOOGLE DRIVE Document, Vendor Reimbursement Log, notify Manager when complete
- ___ Manager will create reimbursement checks using Quickbooks, with date of market and type of coins reimbursed
 - Note on checks: Treasurer orders checks for the program. Inform regularly on the number of checks left so more may be ordered in time.
- ___ Enter weekly logs to yearly tracking log, in Shared GOOGLE DRIVE Doc.
- ___ Add previous market's batch reports/receipt copies to monthly batch report folders *where?*

Enrolling New Vendors:

- ___ Discuss program with vendors to see if it's the right fit for them, explaining rules, acceptable purchases, reimbursement procedure, etc
 - ___ Notify Vendor any violation of the rules could jeopardize their participation in the program
- ___ Give vendors proper sheets:
 - ___ Guide to Allowed and Not Allowed Purchases
 - ___ Quick Guide for Vendors
 - ___ "We Accept Tokens" signs
- ___ Have vendor sign contract
 - Page 1, Line 1: Homer Farmers' Market
 - Page 1, Line 2: Vendor Business Name
 - Page 2, Line 1, Box 1: Name of person/business checks written to (Printed)
 - Page 2, Box 2: Check if vendor is willing and able to accept Quest tokens
 - Page 2, Box 3: Check if vendor is willing to accept Market Tokens
 - Page 2, Line 2: Signature of vendor
 - Page 2, Line 3: Signature of Token Program employee or Board President
- ___ Offer a copy of the contract to vendors- you keep signed contract for market records.