

## CITY OF HAMILTON

**PLANNING & AND ECONOMIC DEVELOPMENT DEPARTMENT**  
**(ECONOMIC DEVELOPMENT DIVISION, CORPORATE REAL ESTATE OFFICE - LOCATION – HAMILTON**  
**FARMERS' MARKET – LOCATION – 77 YORK BLVD.)**

### **MARKET MANAGER**

#### **SUMMARY OF DUTIES**

The Hamilton Farmers' Market is a not-for-profit corporation under the Municipal Act, with the City of Hamilton as the sole shareholder. As an employee of the City, this position reports to the Senior Program Manager – Market, Projects and Initiatives in the Corporate Real Estate Office, and takes operational direction from the Board of Directors.

The Market Manager has responsibility for managing and facilitating the administration, stakeholder relationships, programming and daily operation of the Hamilton Farmers' Market. The Market Manager ensures that all operations of the Market are effectively administered and delivered within the standards, allocations and mandates of all pertinent legislation, policies and procedures. Provides input to the annual budget process and is responsible for managing the revenues and expenses within the parameters of the Board and Council approved budget. Provides input for planning, development and evaluation of market and related service programs.

#### **GENERAL DUTIES**

Provides onsite monitoring and supervision of the Market operations during its regular days and hours of operation (currently Tuesday, Thursday, Friday 8AM to 6PM and Saturday 7AM to 5PM).

Co-ordinates stallholder activities as directed by the Board regarding interviewing interested applicants for permanent and temporary stands, preparing and executing yearly Hamilton Farmers' Market stand contracts, monitoring displays and stand areas for health requirements and safety standards.

Prepares appropriate documentation, reports, and communications as required for the Board meetings. Serves as note taker at the Board meetings.

Coordinates the recruitment and hiring of staff in collaboration with the Board and City HR.

Is responsible for the orientation and supervision of staff, and ensures that all staff activities are carried out in accordance with legislation and City/Department/ Divisional policies and Board direction.

Conducts regular staff meetings to ensure effective and efficient program operations.

Develops an annual operating plan for Board approval; implements and monitors the plan and prepares reports as required.

Prepares and proposes to the Board the annual capital and operational budget requirements and subsequently manages the revenues and expenses within the Board and Council approved budget.

Is responsible for the development of an annual Marketing plan in collaboration with staff and committee members, and presenting to the Board for approval; implements the approved plan through staff and committee members, and prepare reports to the Board as appropriate.

Responsible for monitoring 'aging reports' and the collection of Hamilton Farmers' Market fees from stallholders and event rentals, taking corrective action when required.

Responsible to ensure that vendors operate within their contract requirements and takes timely corrective action when the terms of the contract are not being followed.

Oversees on-site property management functions and projects to ensure appropriate and adequate maintenance functions are carried out within approved budget and scope.

Performs maintenance inspections of the Market facility and reports deficiencies to the Facility Maintenance Supervisor. Works with contractors to correct deficiencies. Serves as a liaison with other community agencies and committees in order to co-ordinate planning efforts to meet the needs of the community. Provide leadership in the development of new and evolving services.

Works closely with Public Health Inspector and other agency inspectors to ensure regulatory compliance and issues are addressed within the Market and by the vendors.

Ensures employees are provided with and use the appropriate equipment and procedures required to perform their assigned duties. Ensure that all staff activities are carried out in accordance with legislation and corporate policies and business procedures. Ensure that appropriate action is recommended for those employees who do not work in compliance with legislation, policies and business procedures.

Develops and manages integrated project schedules that meet the needs of the Hamilton Farmers' Market.

Ensures co-ordination of activity of projects. Provides project management of consultants and development of standards for work performed by consultants.

Responsible for the Hamilton Farmers' Market building security.

Enforces the Market's waste management program.

Works in accordance with the provisions of applicable Health and Safety legislation and all of City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of this position.

## **QUALIFICATIONS**

1. Demonstrated experience and education related to the duties above normally acquired through the completion of a post-secondary degree in business administration or in a professional discipline pertinent to the job function plus relevant experience, or an equivalent combination of education and relevant work experience.
2. Highly developed interpersonal skills with the ability to interact and communicate effectively with all different levels within and outside the organization, and community based client groups
3. Excellent verbal and written communication skills, possessing highly developed, collaboration, negotiation and conflict resolution skills.
4. Progressive experience and knowledge in a commercial/retail property management function including asset management.
5. Demonstrated strong leadership and management experience in overseeing and supporting a diverse business culture and community.
6. Demonstrated ability to effectively manage a multi-disciplinary workforce.

7. Experience and proven results in marketing and promotions, including social media.
8. Well developed planning and organizational skills, with developed innovative and solution oriented problem solving skills.
9. Demonstrated skills in analysis, planning, monitoring and evaluation, and an understanding of quality assurance practices.
10. Working knowledge of financial management practices and program development relating to commercial/retail property management and vendor contract negotiations.
11. Ability to promote innovation and financial sustainability of the Hamilton Farmers' Market.
12. Computer proficiency in the current Microsoft Office Suite of Products including Outlook, Word, Excel and Power Point.