Hiring & Human Resources Coordinator

Compensation Negotiable Based on Experience

Schedule
(estimated average 40-45 hours per week)
Monday - Friday scheduled hours
Occasional Saturdays as needed for flex time, or for events
Must be available for morning meetings on site, start time ranging from 6:30-8:00am.
Start time 7:00-7:30 am most of the year (seasonal with sunrise).
The schedule may vary with some days ending earlier and some days going later to accommodate interviews for candidates.

Our farm produces and distributes healthy food for individuals at farmers markets, grocery stores, and the best restaurants throughout Northern and Central Florida. This position helps the farm by recruiting, interviewing, hiring, onboarding, training and scheduling team members to help achieve our goals. The Hiring & Human Resources Coordinator helps support our team leaders and all team members by being available to help resolve conflict, identify training needs and resources, and follow up on HR processes to help our team consistently meet standards and improve team member experience. Our team members are our number one resource, and labor is our biggest expense at the farm. This is an important role for our farm's continued success serving the community within our values of balancing human, economical, and ecological resources for sustainability.

This position is for someone who naturally balances care and compassion for people with the practical, day-to-day needs of operating an agricultural business. We are seeking someone who is passionate about organic farming, practices a healthy lifestyle, excels in running an office and providing administrative support for a team, and enjoys the challenge of keeping operations of a business running smoothly in a non-corporate environment. A pathway for advancement includes Operations Manager for the right candidate.

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An Ideal Candidate will demonstrate these qualities:

✔ Driven to maintain an accurate and up-to date calendar
✔ Detail oriented with regard to paperwork & reporting processes, able to meet regulatory requirements (such as e-verify, registrations, and applications), able to see the “big picture” goals
✔ Can efficiently organize digital and physical documents so others can find them easily
✔ Enjoys working independently and takes pride in their own work
✔ Self-motivated to do a quality job
✔ Thinks through to the next steps of processes to anticipate and prevent issues
✔ High level of follow through (ex. You make a list at the end of each day for tomorrow)
✔ Skilled communicator (ex. If you don’t hear back from someone you need an answer from, you are proactive in reaching out again)
✔ Able to demonstrate emotional intelligence and empathy
✔ Knowledgeable about, and able to uphold company standards and complying with state and federal regulations
✔ Able to communicate effectively with both English and Spanish-speaking team members
✔ Proficient at using Google Sheets and Gmail suite - can touch type (40 words/minute), and use keyboard commands, formulas and pivot tables
✔ Able to quickly learn new software and computer programs
✔ Positive and practical attitude
✔ Careful and considerate with confidential/sensitive information, both for personnel and financial
✔ Experience in hiring and interviewing, able to conduct screening interviews to identify quality candidates to join our team
✔ Experience working in agriculture, forestry, fishing, manufacturing, trades, shipping, or other industries that employ people from a wide variety of backgrounds
✔ Team player and willing to help business owners and other staff with covering general office duties or special projects as needed, or when other people schedule vacation/time off
✔ Comfortable communicating by text message with staff and job candidates and sometimes being available outside of “9-5” hours due to the nature of agriculture and human beings.

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Job Duties

General Business Administration

- Provide guidance on scheduling to admin team, work directly with team leads and managers to to achieve our daily and long-term goals
- Participate in team-wide morning meetings daily and follow up with team members as needed
    - Bring information to the meeting to help facilitate the team's experience and understanding of what we do. Able to highlight daily "wins" and strong points for individual team members and the team as a whole as well as any challenges that need to be addressed. Bring positive feedback and opportunities for improvement, share community events, safety training, etc.
- Be able to answer phone and emails and provide professional and friendly customer phone service when other staff are not in office
- Notify appropriate staff when vendors, visitors, or customers arrive at farm
- Communicate schedule variances with team members, make sure all specific shifts are covered such as unload shifts, attempt to fulfill team member preferences when possible
- Track, post, and respond to time off requests
- Participate in keeping physical office clean and organized, with support from admin staff
- Participate in occasional on-farm events on weekends or evenings (2-3 times per year)
- Participate in at least two of our farmers markets and rotate through various parts of the farm including field production, packing, and distribution (truck routes), to have an understanding of the entire operation as part of on-boarding and training. Be willing to do each role at the farm to be able to provide guidance to team members doing their jobs.
- Support special projects on the farm on coordination with managers, assist with projects as assigned
- Participate in weekly Admin meetings (currently Wednesdays) and serve as note-taker, assigning tasks and deadlines and following up before next meeting
- Keep Trello and other process documentation organized and up to date digitally
- Responsible for paper filing of personnel records

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Financial & Legal Responsibilities

- Schedule monthly meetings to review labor budget, and share reports with the management team on overtime, call-outs and tardy arrivals
- Help with runs to the bank or handling payments related to payroll as needed.
- Maintain awareness of changes to local, state and federal regulations with regards to minimum wage, H-2A program and workers compensation to make sure we are in compliance.

Human Resources Coordination

- Maintain dashboard calendar and staff scheduling, including time off requests, birthdays and anniversary notifications. Make these announcements at morning meetings and lunch.
- Attend team lunches and promote a work culture of camaraderie and cooperation, mutual support and encouragement.
- Track and communicate dietary restrictions for team with cook, and notify a week ahead for birthday cake preferences
- Use Google Sheets “Dashboard” to coordinate daily and weekly goals with all staff
- Weekly hours verification in preparation for payroll and follow up with staff who are missing entries (requires using pivot table and mailchimp email campaign software)
- Develop and post job descriptions to our website, indeed and social media, review job applicants, use the hiring sheet to track and respond to job applicants, schedule and complete initial screening calls, request background screens, check references, and schedule in person interviews. Be present for in person interviews along with other staff.
- On-boarding for new staff including hiring paperwork, initial orientation and addition of team member to dashboard and daily log
- Help improve the experience and performance and retention of team members over time by better coordination of training, reviews, feedback and consistent implementation of our handbook policies,and helping support personal growth for staff.
- Support Production Manager in submitting H2A seasonal guest worker applications, maintaining required documentation, collecting receipts for travel reimbursement, booking travel.
- Provide assistance scheduling and provide transportation and translation assistance on occasion for medical appointments, etc. to H2A crew
- Coordinate seasonal team gatherings off-site or on-site (holiday party, bonfire, etc.)

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- Track pay rate increases and reviews, submit COIs and Term forms and other required documents, schedule review and check in meetings with team members. Attend review meetings, take notes and send follow up documentation.
- Work with Market Administrator and market managers to make sure farmers markets are fully staffed and assist with hiring and on boarding as needed.
- Tracking training for staff. Making sure that Market staff, employees and drivers are onboarded with relevant training materials, work with Market Coordinator to achieve this goal
- Conduct Food Safety for new employees and site orientation, schedule servsafe testing as needed
- Look for opportunities for trainings and tools for workforce development

Requirements

- **Completed four-year college degree in any field.** We will also consider five or more years in a **leadership role** in an agriculture related field to fulfill this requirement.
- **Bilingual in Spanish and English**
- **Previous hiring and interviewing experience, for a business with at least 10 employees and annual budget of at least $1 million.**
- Growth mindset and consistently motivated to improve, learn and adapt
- Ability to work successfully with people from diverse backgrounds and of a wide age range (our employees can range from 18-70 years old)
- Comfortable with being the in-between contact for issues between management and staff as well as helping employees to resolve their own interpersonal conflicts
- Ability to de-escalate conflict and complaints and find solutions to problems that help everyone
- Previous experience in interviewing, hiring and training staff
- Touch typing required 40 wpm+ and internet/computer literacy
- Ability to quickly learn new computer programs and use resources (manuals, videos, tech support) to figure things out
- Experience with handling cash and personal information in a careful and secure manner
- Job offers are contingent upon satisfactory completion of a background check
- Valid driver’s license and authorization to work in the U.S.
- Ability to be present at work consistently, on time, to start each day
- Exceptional attention to detail and follow-through
- Self-motivated, ability to work both with and without direct supervision

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- Ability to communicate effectively, courteously, and professionally in person, on the phone or in writing, using proper spelling, grammar, and punctuation with all staff, customers, and vendors
- Ability to represent the business in a professional and positive manner
- Experience with Quickbooks Online, Google Docs, Gmail, Google Sheets and Excel (can already use formulas and able to learn pivot tables)
- Interest in making a positive impact on environmental and social issues
- Willingness to work in a non-traditional, rustic office environment. Every day is casual Friday!
- Team player, can-do attitude
- Positive attitude and an optimistic world-view
- Healthy lifestyle, no substance abuse, non-smoker (no tobacco use allowed on site)
- Love to eat veggies
- Able to climb stairs (office is upstairs), able to walk on uneven ground at the farm to participate in outdoor meetings, events and operations in all types of weather.
- Able to lift 40 lbs (to be able to bring packages in or help customers on occasion when needed at the farm)

Benefits

- Take pride in doing work that feeds our community healthy food
- Tips sharing program pooled with all team members
- Family style prepared team lunch provided once a week
- Teammates are invited to pick their own produce on the farm.
- Teammates have access to the Free Farm Food section of our cooler.
- Full time team members earn $70 per pay period in credit on our online store, frogsong.localfoodmarketplace.com.
- 40 hours per year paid sick leave to care for yourself or a family member/loved one
- Paid vacation starts at two days per year and increases over time, and can be negotiable based on actual hours worked in the salaried position.
- Additional time off/unpaid vacation is negotiable, in coordination with other staff.
- Budget for training/professional development for HR related coursework.