Local Food & Customer Service Coordinator

Compensation $20.50/hr
FLSA - non exempt

Position contingent upon being able to quickly learn programs and systems.

Monday - Friday, approximately 30-40 hours per week.

The Farm is Open Monday - Saturday with seasonal variation
7:00 am - 7:30 pm

Our farm produces healthy food for individuals at farmers markets, grocery stores, and the best restaurants throughout Northern and Central Florida. This position helps the farm by utilizing Local Food Marketplace software to provide customer service for our CSA (Community Supported Agriculture) members and all other customers. This position utilizes skills in communication, sales, customer service, logistics, inventory management, and website maintenance to ensure our crops get to the tables where they are needed.

Job Duties Include

Community Supported Agriculture (CSA) & Customer Service

- Customer service support: Answer the phone and help with customer inquiries such as account set up, update credit card, place a hold on delivery and general info.
- Print labels for CSA packing as needed
- Produce weekly insert for CSA members
- Produce blog post for weekly CSA share
- Go through new customers and members weekly to ensure they are set up with the correct pricing level, sub period and delivery location
- Enter orders from commercial customers as needed and invoice through LFM for any orders placed via text or email
- CSA Coordination - update weekly/daily counts and seasonal change over setup in LFM, process CSA and credit card payments payments

Oct 2026

Local Food & Customer Service Coordinator

- Participate in on-farm special events two to four times per year, may include evenings or weekends
- Reviewing customer accounts and following up on payments in coordination with bookkeeper
- Processing and reporting SNAP payments and FAB reimbursement requests
- Completing all reporting requirements for benefits programs such as Fresh Access Bucks, WIC Farmers Market Nutrition Program, SNAP and other benefits programs that improve accessibility and affordability of our food to the community
- Coordinate donations and create orders to go to community organizations

General Administrative Support & Local Food Logistics Support

- Update invoices for order shorts
- Work with our team to ensure proper document flow for accurate invoicing, order fulfillment, delivery, billing and payment processing for all orders
- Make sure farm-gate customers load orders and put orders out at the gate as needed
- Assist with local deliveries of CSA Member shares to homes or pickup sites as needed
- Assist with local pickups of food from partner producers as needed
- Assist with routing drivers and providing materials and information needed for deliveries
- Order, receive, store and organize produce packaging and office supplies as needed
- Other administrative support projects as assigned

REQUIREMENTS:

- Familiarity with the concept of Community Supported Agriculture and the local food movement
- Experience in the produce industry is a plus
- At least two years of customer service experience.
- Passion and familiarity with vegetables and cooking, able to speak with customers about food
- Friendly, professional phone and in-person communication.
- Ability to quickly learn new software (Local Food Marketplace, Mailchimp)
- Proficient at Google sheets and Excel spreadsheets including formulas, pivot table
- Able to touch type 40 wpm
- Proficient at website content management, e-commerce, Square POS

Oct 2026

Local Food & Customer Service Coordinator

- 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
- Ability to work well as part of a team, communicate effectively and professionally with all staff and customers: in person, on the phone, and in writing
- Ability to walk uneven ground, lift up to 40 lbs and work in walk-in cooler and freezers for inventory, able to go up and down stairs, work with team in packing shed in all types of weather
- Ability to represent the business in a professional and positive manner
- Interest in making a positive impact in your community and to learn about regenerative and organic food systems
- Willing to learn new computer systems and skills
- Willingness to work in a non-traditional, rustic office environment and use portapotties. Every day is casual Friday!
- Team player, can-do attitude, and able to handle changes and solve problems with grace
- Adaptable, flexible and positive outlook on life, pleasant to work with
- Healthy lifestyle, no substance abuse, non-smoker (no tobacco use allowed on site)

Benefits in effect upon hiring include:

- Family style lunch provided at least once a week
- Access to free farm food, $70 store credit per pay cycle (every 2 weeks), staff discount on purchases

Benefits in effect upon three months of employment and satisfactory review:

- 40 hours per year paid sick leave to care for yourself or a family member/loved one
- Paid Vacation, starting at two days per year and accruing more time with additional years of service

Oct 2026