



Volunteering with the Vancouver Farmers Market



Thank you for your interest in volunteering with the Vancouver Farmers Market! We are dedicated to cultivating meaningful experiences for our volunteers while serving the market, its vendors, and the Clark County community. The VFM is more than just a marketplace. It is a meeting place for friends and neighbors, a hub for community resources, and a space for customers to get to know their local farmers, talented artisans, and culinary entrepreneurs. Volunteering at the Vancouver Farmers market means supporting your community and advocating for our local economy and food system.

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Volunteer Position Descriptions

Information Booth Volunteer



Description

The information booth serves as a hub of information at the market. Volunteers and staff at the info booth answer customer questions, sell VFM merchandise, and do regular crowd counts. This position is great if you would like to chat with community members and guide customers' experiences at the market.

Responsibilities

- Greets all visitors in a polite, friendly, and professional manner.
- Assists with tasks at the Information Booth including but not limited to:
 - Answering customer questions regarding the market, vendors, and downtown Vancouver.
 - Processing purchases of market merchandise.
 - Helping vendors understand market payments (ACH & Tokens).
 - Collecting data by conducting customer counts.

Experience/Skills/Requirements

- Prior experience with customer service preferred.
- Ability to communicate in a friendly, clear, and professional manner.
- This position takes place sitting in a chair in our Information booth and walking around the market interacting with customers and vendors.
- The market takes place outdoors and operates rain or shine. Volunteers must be willing to work in variable weather conditions.

EBT (Electronic Benefit Transfer) Cashier Volunteer



Description

As part of the VFM's food access initiatives, we offer EBT customers the chance to exchange their EBT dollars for tokens that can be spent on grocery items at the market. We are also able to match their money up to a certain dollar amount with Market Match vouchers, which can be used on fresh produce. Volunteers at this booth are responsible for the sale of both EBT currencies and credit/debit tokens.

Responsibilities

- Greets all visitors to the market in a polite, friendly, inviting, and professional manner.
- Explains the EBT program to first-time customers.
- Runs transactions for customers and distributes tokens as requested.
- Logs EBT customer data for the market.
- Assists with crowd counts.

Experience/Skills/Requirements

- Prior experience with customer service preferred.
- Cash handling experience is preferred, but not required.
- This position takes place sitting in a chair, occasional standing to help customers, and walking around the market interacting with customers and vendors.
- The market takes place outdoors and operates rain or shine. Volunteers must be willing to work in variable weather conditions.

Produce Pals Volunteer



Description

During the summer months, the VFM hosts a kid's activity Saturdays at the downtown market and Thursdays at the East Vancouver Farmers Market. Produce Pals activities engage kids in learning about local food systems and healthy eating. After completing the task, they earn a token to spend on fresh fruits or vegetables in the market.

Responsibilities

- Engaging with children ages 3-11 in a fun, inviting, and enthusiastic manner.
- Assisting in setting up the booth, the activity, and replenishing supplies as needed.
- Collecting data on each kid's participation throughout the season.
- Dispense tokens to kids after they have completed the activity.

Experience/Skills/Requirements

- Must love kids! Background checks may be performed for volunteers in this role.
- Must be able to explain the activities and any alterations to different aged kids.
- This position takes place sitting and standing at the market and interacting with customers, and market staff.
- The market takes place outdoors and operates rain or shine. Volunteers must be willing to work in variable weather conditions.

Market Box Volunteer



Description

Every Sunday from June-October, the Vancouver Farmers Market offers a CSA-style program that allows a customer to shop and support the market and its vendors, while avoiding the crowds. Market Box subscriptions are full of fruits and vegetables, with the option for meat, egg, bread, flower, and local surprise add-ons. Market Box volunteers assist with collecting items from our vendors on Saturdays and/or packing up all the orders and running baskets to customer vehicles on Sundays.

Responsibilities

- Works in coordination with staff and other volunteers.
- Inform customers of different ways the produce can be prepared and stored, with the help of the market box newsletter.
- Answer the office phone to take customer calls.
- Treat all customers in a polite, friendly, and professional manner.
- Assist in the setup and breakdown of market box tent and equipment.
- Run an occasional EBT transaction, familiar with use of an iPad or willingness to learn.

Experience/Skills/Requirements

- Prior experience with customer service preferred.
- Must be organized, detail oriented and be able to communicate with program participants in a polite, friendly, clear, and professional manner.
- Must be able to lift up to 50#.
- This position takes place walking around the market, up and down stairs and interacting with vendors, customers, and other volunteers.
- The market takes place outdoors and operates rain or shine. Volunteers must be willing to work in variable weather conditions.

SNAP Match & S/FMNP Sign Verification Volunteer

Description

As a SNAP retailer in Washington, the VFM can serve lower income customers by providing them with a way to use their EBT card and WIC benefits to purchase groceries. This volunteer checks daily on any qualifying vendor to make sure they have signs out to let customers know they can accept different currencies.

Responsibilities

- Greet all vendors in a polite, friendly, and respectful manner.
- Check qualifying vendors for SNAP Market Match and S/FMNP signage.
- Reminds vendors who are missing signage to display or provide a new sign if needed.

Experience/Skills/Requirements

- Ability to communicate in a friendly, clear, and professional manner.
- This position takes place standing and walking around the market.
- Attention to detail is helpful in this role.
- The market takes place outdoors and operates rain or shine. Volunteers must be willing to work in variable weather conditions.

Volunteer Groups

Although we prefer to have volunteers who can be with us regularly, we will gladly accommodate larger groups interested in one-time, quarterly, or annual volunteer opportunities. We will work with you to find a project that fits your group's needs.

Special Skills Volunteer

If you feel that you have a particular skill that would benefit the market somehow, but you are unable to volunteer on a regular weekly basis, please let us know! Examples of skills may include art, graphic design, photography, gardening, event planning, writing, media, research, data collection, etc.

Volunteer FAQ

How do I apply to become a Vancouver Farmers Market volunteer?

You can apply to become a volunteer at the Vancouver Farmers Market by filling out an online application at <https://forms.gle/A3AS3WZTsT8i9sk39>. Once we have received your application, VFM staff will review your qualifications and reply within one week. Please note that simply filling out a volunteer application does NOT automatically register you as a Vancouver Farmers Market volunteer. There will be a reviewing process of your application, and you will have to fill out additional paperwork and attend a training session before you begin volunteering.

What will I do as a volunteer?

There are a variety of volunteer positions available at the Vancouver Farmers Market. Below are brief descriptions of each. More detailed descriptions including responsibilities and preferred qualifications can be found in the volunteer packet.

- The **Information Booth Volunteer** provides excellent customer service at the market while assisting in our information booth and collecting valuable market data.
- The **EBT Cashier Volunteer** provides excellent customer service and vend market currencies (tokens and SNAP Market Match) to customers for sale of goods at the market.
- The **Produce Pals Volunteer** Engage with children, ages 3-11, about local food systems and healthy eating with a fun activity.
- The **Market Box Volunteer** provides excellent community education by assisting with outreach programming at the market.
- The **Special Skills Volunteer** is unable to volunteer on a regular weekly basis, but shares their expertise with the market in the areas of art, graphic design, photography, gardening, event planning, writing, media, research, data collection, etc.
- **Volunteer Groups** engage in one-time, annual, or quarterly volunteer opportunities with the market on larger, special projects.

What is required of me as a volunteer?

VFM volunteers represent the market and should always conduct themselves respectfully and professionally. Aside from this, there are a few logistical things that we require from all volunteers:

1. Fill out an application and train with a VFM staff member before you begin volunteering.
2. Attend market shifts that you have signed up to volunteer.
3. Give VFM staff at least 24-hour notice (by phone or email--do not simply delete your name from a shift on the google doc) if you plan to miss a volunteer shift.
4. Log all your volunteer hours with our online system, TrackitForward.

How often can I volunteer?

We encourage our volunteers to volunteer regularly (2x a month or more). This creates consistency and familiarity between the volunteers, staff, consumers, and vendors. We suggest that you consider attending the Thursday, Saturday or Sunday market regularly if you are interested in volunteering.

Where will I volunteer?

VFM Downtown Volunteer: Located at Esther St and 8th St

VFM East Vancouver Volunteer: Located at Columbia Tech Center, 17701 SE Mill Plain Blvd.

Can I complete court-mandated community service hours with the Vancouver Farmers Market?

You may be able to complete court-mandated community service hours with the Vancouver Farmers Market. However, VFM DOES NOT ACCEPT court-mandated volunteers whose charges relate to an act of violence or sexual misconduct. Please get in touch with us for more information.

How can I schedule volunteer hours?

The easiest way to schedule yourself for a volunteer shift is to add your name to our online volunteer schedule [here](#). You can also schedule volunteer shifts by calling or emailing shift requests to our Volunteer Coordinator at volunteer@vancouverfarmersmarket.com or (360) 737-8298.

To schedule yourself for volunteer shifts, follow these steps:

1. Go to <https://forms.gle/9dAzCZvAp3WLZwob6>
2. Use the tabs at the bottom of the sheet to choose what day you would like to volunteer (Saturday, Sunday, Produce Pals, Fall Market, etc)
3. Decide what roles, time slots (shifts) you would like to volunteer and on what dates
4. Type your first and last name into the corresponding boxes (1 volunteer is permitted per time slot)
5. Your changes will save automatically, and you will officially be scheduled to volunteer for the shifts you have chosen

How do I log my volunteer hours?

Logging your volunteer hours is extremely important! We use these numbers for many reporting purposes, and we also like to appreciate our volunteers when they reach a certain number of hours with us. You can log your hours on your home computer or your smartphone by downloading the free mobile app "Track it Forward."

To log your hours from a computer, create an account with our online volunteer tracking system: "Track it Forward." Follow these steps to log your hours:

1. Go to <http://www.trackitforward.com/site/vancouver-farmers-market>
2. If this is your first time logging hours, press "Sign Up."

3. Enter your email and your name and create a password for your account
4. You will be directed to the “Log Hours” page
5. Enter how many hours you volunteered, the date, and which volunteer “activity” or position you did on that day, and click “submit hours.”
6. That’s it! You have successfully logged your hours

Alongside tracking your hours using a computer, you can also log your hours using your smartphone. To log your hours using your smartphone, follow these steps:

1. Begin by searching “Track it Forward” in the app store.
2. Once you’ve found the app download it.
3. If you already have an account, you can log in using your username and password. However, you will not be able to access the app until you’ve created an account.

If you need any additional instruction on logging hours, please do not hesitate to ask us for help.

What volunteer opportunities do you have for groups?

Although we prefer to have volunteers who can be with us regularly, we will gladly accommodate larger groups interested in one-time, annual, or quarterly volunteer opportunities. We will work with you to find a project that fits your group’s needs. Contact our Volunteer Coordinator at volunteer@vancouverfarmersmarket.com or (360) 737-8298 for more information.

If I am 15 or younger, can I volunteer?

If you are 15 or younger and wish to volunteer with the Vancouver Farmers Market, you must be accompanied by an adult.

Do you perform background checks on volunteers?

Before an applicant is approved as a volunteer, we require you to fill out a Background Check Form. Since volunteers sometimes work with vulnerable populations at the market, such as children and senior citizens, a background check is required.

Why should I volunteer?

Volunteering at the Vancouver Farmers Market is truly a rewarding experience. We are committed to cultivating an intentional program to provide meaningful experiences for our volunteers while also serving the market, vendors, and the Clark County community. By becoming a volunteer, you will have the opportunity to engage and network with local farmers, producers, artisans, and community members and build relationships that will last a lifetime. Your skills and creativity will bring the vitality that is necessary for the continued growth of our organization.