HAWAIIAN COUNCIL

Position Description

Title: Marketplace Operations Support Staff **Division:** Kākoʻo Maui – ʻUlu o Lele, Lahaina Marketplace **Reports to:** Marketplace General Manager	**Location:** Lahaina, Maui **Status:** Full-Time / Part-Time, Hourly **Standard Work Hours:** Varies; marketplace open 7 days, 11:00 AM – 7:00 PM

JOB SUMMARY:

Hawaiian Council is seeking dependable, hardworking, and community-minded individuals to join the team as **Marketplace Operations Support Staff** at ʻUlu o Lele, Lahaina Marketplace.

ʻUlu o Lele is a community-centered marketplace established to support Lahaina's economic recovery following the 2023 wildfires. The marketplace provides affordable commercial spaces for Lahaina- and Maui-based small businesses, including retailers, artisans, food vendors, and service providers, while creating a welcoming gathering place for residents and visitors.

The Marketplace Operations Support Staff will play a hands-on role in the daily operation and upkeep of the marketplace. Responsibilities include maintaining clean and safe facilities, assisting vendors, welcoming visitors, and supporting community events and activities.

Working closely with the Marketplace General Manager and other team members, this position requires someone who is flexible, takes initiative, and is willing to assist wherever needed—from helping a vendor with an operational concern to cleaning restrooms, maintaining common areas, or setting up for an event.

Above all, this position is about taking pride in the marketplace, helping local businesses succeed, and contributing to the revitalization of Lahaina.

DUTIES, RESPONSIBILITIES, & EXPECTATIONS:

Duties and responsibilities include, but are not limited to the following:

Marketplace Operations & Facility Maintenance

- Assist with daily opening and closing procedures, including preparing common areas for visitors and securing shared facilities.

- Conduct regular walkthroughs to monitor cleanliness, safety, maintenance needs, and the overall appearance of the marketplace.
- Perform routine janitorial duties, including cleaning and restocking restrooms, collecting and disposing of trash, and maintaining common areas.
- Keep walkways, seating areas, gathering spaces, and other shared facilities clean, organized, and welcoming.
- Identify and report maintenance concerns, safety hazards, damaged equipment, and other operational issues.
- Coordinate with maintenance, janitorial, and security personnel when additional support is needed.
- Assist with deliveries, vendor access, equipment movement, and other daily site logistics.
- Take initiative to address routine operational needs and resolve issues within established guidelines.

Vendor & Small Business Support

- Serve as a point of contact for participating businesses during marketplace operating hours.
- Assist vendors with operational questions, move-ins, storefront setup, and other daily site needs.
- Support food truck arrivals, departures, and designated setup areas.
- Communicate marketplace policies, operating hours, event schedules, and important updates.
- Help ensure vendors follow established marketplace guidelines and operating procedures.
- Build positive relationships with participating businesses and identify ways to improve their experience.
- Communicate vendor concerns, operational challenges, and recommendations to marketplace management.

Visitor & Community Engagement

- Welcome residents and visitors, answer questions, and provide information about participating businesses and marketplace activities.
- Serve as an ambassador for ʻUlu o Lele, demonstrating aloha, professionalism, and respect for Lahaina's community and culture.
- Help create a welcoming environment that encourages visitors to explore the marketplace and support local businesses.
- Assist with visitor flow, wayfinding, and accessibility during busy periods.
- Respond to visitor questions, feedback, and concerns in a helpful and respectful manner.
- Share information about upcoming community activities, cultural programming, and special events.

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Special Events & Community Activities

- Assist with the setup, operation, and breakdown of marketplace events, pop-ups, cultural demonstrations, concerts, and community gatherings.
- Help coordinate with participating vendors, performers, cultural practitioners, and event partners.
- Prepare event areas, including arranging tables, chairs, signage, equipment, and other materials.
- Support crowd flow, vendor coordination, and general event logistics.
- Work with marketplace management and security personnel to maintain a safe and enjoyable environment.
- Assist with cleaning and restoring event areas following activities.
- Support special programming designed to attract visitors, strengthen local businesses, and encourage community participation.

Administrative & Reporting Support

- Maintain basic daily operational logs, including vendor attendance, site conditions, incidents, and maintenance concerns.
- Assist with tracking visitor activity, event participation, and other marketplace performance information.
- Support vendor communications, document collection, and onboarding activities.
- Gather feedback from businesses and visitors to help identify opportunities for improvement.
- Provide regular updates on operational needs, vendor concerns, and site conditions to the Marketplace General Manager.
- Perform other related duties as assigned to support the successful operation of the marketplace.

EDUCATION & EXPERIENCE:

Minimum Qualifications

- Strong interpersonal, communication, and customer service skills.
- Dependable, punctual, organized, and able to work independently or as part of a team.
- Willingness to perform hands-on operational and janitorial duties, including restroom cleaning, trash removal, and general site upkeep.
- Ability to take initiative, solve problems, and respond to changing operational needs without constant supervision.
- Comfortable working in a busy, public-facing, outdoor environment.
- Ability to communicate respectfully and professionally with vendors, visitors, and community members.

- Basic computer and administrative skills.
- Willingness to work flexible schedules, including weekends, evenings, holidays, and special events.
- Commitment to supporting Lahaina's recovery and the success of local small businesses.

Preferred Qualifications

- Previous experience in retail, hospitality, marketplace operations, facilities maintenance, property management, customer service, or event coordination.
- Familiarity with Lahaina and the West Maui community.
- Experience working with small businesses, vendors, or community-based organizations.
- Knowledge of Hawaiian cultural values and an understanding of Lahaina's history and community.
- Experience with janitorial services, general facility upkeep, event setup, or operational logistics.

PHYSICAL REQUIREMENTS:

- Ability to stand and walk for extended periods.
- Ability to work outdoors in varying weather conditions.
- Ability to perform routine cleaning, trash removal, and general maintenance-related tasks.
- Ability to assist with moving event supplies, tables, chairs, signage, and other materials.
- Ability to lift and carry up to 25 pounds, with or without reasonable accommodation.
- Ability to respond promptly to operational needs throughout the marketplace.

WORK SCHEDULE:

ʻUlu o Lele is expected to operate seven days a week, with regular marketplace hours of **11:00 AM to 7:00 PM**.

Staff schedules may include shifts before opening or after closing to support site preparation, cleaning, vendor needs, and daily operations. Additional evening, weekend, and holiday hours may be required for concerts, community events, and special activities.

Full-time and part-time positions may be available depending on operational needs.

ABOUT ʻULU O LELE:

ʻUlu o Lele, Lahaina Marketplace is an initiative of Hawaiian Council, supported by the Kākoʻo Maui Fund and community partners, to help restore economic activity and create opportunities for local businesses following the Lahaina wildfires.

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More than a place to shop and dine, ʻUlu o Lele is envisioned as a gathering place where residents, businesses, and visitors can reconnect while supporting Lahaina's recovery.

We are looking for team members who take pride in their work and their community, are willing to roll up their sleeves, and want to play an active role in bringing life and opportunity back to Lahaina.

This job description is a general overview and may be subject to change based on the needs and requirements of the organization. I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.

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Employee Signature **Date**