



480 Wilson Road, Room 172 Natural Resources
Building, East Lansing, MI 48824

Student Assistant Position Description

Supervisor: Operations Director (Operations Student Assistant), Professional Development Manager (Professional Development Student Assistant)

Student assistants for the Michigan Farmers Market Association (MIFMA) work directly with program managers and operational staff to support the daily functions of our association and our programming. These are hourly, part-time, work study eligible positions from 15 to 20 hours a week. Student work schedules will be built to complement academic schedules and will be updated each semester. The positions will be based in our East Lansing office with willingness to travel preferred.

Position Duties and Responsibilities:

- General clerical duties including photocopying, laminating, and scanning
- Answer inbound phone calls, return voice messages, and distribute messages to staff as needed
- Assist staff with programs, events, and special projects as assigned
- Interact with NeonCRM software to assist with membership recruitment and retention activities, member communications, and event registrations
- Provide customer service for members and non-members
- Update our [website](#), including the [Find a Farmers Market](#) map feature and media archives

Desired Qualifications and Skills:

- Strong organizational skills and attention to detail
- Effective communication skills, including one-on-one, telephone and video conference, and writing
- Ability to balance multiple simultaneous projects and to easily shift between working independently and collaboratively
- Dedication to working as a member of and in partnership with diverse communities. Ability to interact with farmers, market managers and market stakeholders from diverse economic, educational and vocational backgrounds to provide exceptional customer service
- An understanding of and commitment to social justice and racial equity in the food system
- Willingness and ability to become knowledgeable about using technology in completing job requirements including: Microsoft Office Suite; web-based search and information systems; social media platforms; phone and web conferencing systems; project management software; and web-based content management systems.

Application Process

Candidates should submit a complete application, cover letter explaining their desire for this position and why their skill set makes them a good candidate, resume including education and work experience, and the names of three references (indicate relationship) by midnight on **May 14, 2018**. Materials should be uploaded and submitted with an online employment application available at mifma.org/students2018. Incomplete applications or those not following this process will not be reviewed. Interviews will be held in the MIFMA office in East Lansing the week of May 14. Ideally, student assistant(s) will start as soon as the week of May 21.