



Operations Manager

POSITION DESCRIPTION

As a member-based association dedicated to advancing farmers markets to create thriving marketplaces for local food and farm products, providing programmatic support to our members is vital to achieving our mission. The Operations Manager for the Michigan Farmers Market Association (MIFMA) will be responsible for supervising and executing programs and projects, designing and documenting operational processes, and providing direct support to members and other stakeholders.

This is a full-time, 40-hour per week position with an annual salary of \$36,000 and access to a full benefits package after 60 days of employment. MIFMA's operations are currently fully remote, but once restrictions ease, this position will be based in East Lansing, Michigan with some travel required.

Reports To: Operations Director

Position Duties and Responsibilities:

- Provide assistance to MIFMA members and other key audiences
 - Respond promptly to program and technical support requests
 - Create and maintain informational resources to address frequently asked questions and areas of high stakeholder interest
 - Oversee membership management and donor acknowledgment processes
 - Conduct and document site visits to Michigan farmers markets and other program participants
- Manage and/or assist with projects across multiple program areas
 - Enter, organize, and analyze user-submitted program data
 - Operationalize and document project management processes
 - Support staff with outreach efforts across programs
 - Work with staff to develop consumer-facing messaging promoting MIFMA's programming
- Support logistics for MIFMA programs and operations
 - Plan for in-person programs and events, including equipment and space rentals, catering, and volunteer and attendee management
 - Assist the Operations Director with recurring office management and administrative tasks
 - Supervise a student assistant in prioritizing and executing tasks



517-432-3381



480 Wilson Rd., Room 172
East Lansing, MI 48824



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Desired Qualifications and Skills:

- Strong customer service and communication skills
- Experience in a supervisory position preferred
- Ability to work with a wide variety of stakeholders and interests
- Strong organizational and time management skills
- Capacity to prioritize responsibilities and self-direct when necessary, particularly in a remote work environment
- Demonstrable knowledge and experience related to farmers market management and operation; food and farming systems; food assistance benefits; and/or program management
- Proficiency in Spanish and/or Arabic preferred

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, résumé including education and work experience, and the names and contact information of three references (indicate relationship) by **May 30, 2021**. Materials should be uploaded as PDF files and submitted with an online employment application available at <https://mifma.org/jobs>. Incomplete applications or those not following this process will not be reviewed. Interviews will be held via Zoom the week of June 7. Ideally, the selected candidate will start as soon as the week of June 21. The start date may be postponed for the ideal candidate.

MIFMA advances farmers markets to create a thriving marketplace for local food and farm products. It is the policy of the Michigan Farmers Market Association to practice nondiscrimination based on age, ancestry, color, disability or handicap, national origin, race, religious creed, sexual orientation, gender identity, or veteran status. MIFMA does not approve, nor will it condone, any action or behavior that would result in harassment or discrimination in any of these areas.



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