



Association Manager POSITION DESCRIPTION

As a member-based association with a mission to place equity at the forefront of supporting the viability of community-driven marketplaces so that they can connect ALL consumers to local farms and businesses, effective operations lead to greater support for our members. The Association Manager for the Michigan Farmers Market Association (MIFMA) will be responsible for day-to-day operations of our office and association through detailed financial and human resources management, documentation of operational procedures, and member and event management support.

This is a full-time, 40-hour per week position with an annual salary of \$42,000 and access to a full benefits package after 60 days of employment that includes health care, a Simple IRA retirement plan, flexible work schedule, and ample PTO. This position will work from our office based in East Lansing, Michigan on Mondays and remotely Tuesdays-Fridays, with some travel required.

Reports To: Executive Director

Position Duties and Responsibilities:

Operations Management

- Organize office operations and systems to support a positive and productive work environment
- Conduct the day-to-day operations of the association including:
 - Answering, screening, and transferring in-bound phone calls, as well as taking and distributing messages as needed
 - Managing incoming and outgoing mail and general association email
 - General clerical duties, including copying and scanning
 - Maintaining electronic and hard copy filing systems
 - Managing supply inventory
- Support staff with event planning, program implementation, and special projects as needed



517-432-3381



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



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Financial Management

- Document financial management practices that ensure adequate internal controls and train staff in proper implementation of those practices
- Process payroll biweekly
- Manage accounts payable by documenting expenses and cutting checks for bills and expenses to be paid biweekly
- Process accounts receivable by overseeing electronic payments, processing check payments and preparing deposits as needed
- Partner with the Executive Director in the creation of annual and long-term budgets and in monitoring the association's financial position in relationship to those budgets
- Support program managers in preparing and submitting required financial reports
- Support an external accountant in preparing the financial statements of the association

Human Resources Management

- Provide leadership in the employee hiring and onboarding process as needed
- Manage employee schedules including designating student and part-time employee schedules and coordinating PTO requests to ensure adequate staffing levels
- Manage access to health insurance and retirements benefits for all eligible employees
- Identify needs for cross training and coordinate peer-to-peer learning to ensure retention of institutional knowledge and streamlined staff transitions when necessary
- Organize, ensure access to, and manage internal tools including Dropbox, Basecamp, and Google Calendars, providing training for staff as necessary
- Develop expertise in operating a CRM software, including membership, event registrations, fundraising, merchandise sales, and reporting in order to train and support staff utilizing the tool and oversee the ongoing utilization of the CRM
- Schedule and coordinate in-person, video, and phone meetings

Customer Service and External Relations

- Collaborate with our Communications Manager to provide leadership over MIFMA's membership and donor recruitment, management and communication processes
- Develop and maintain a positive working relationship with MIFMA contacts
- Provide information and support for members and non-members



- Participate in board and committee meetings as necessary
- Attend a variety of functions and public events as a representative of MIFMA to convey the mission of the association in a positive manner
- Provide assistance to MIFMA members and other key audiences by disseminating program and technical support requests
- Assist with projects, events, and programs across multiple program areas
 - Enter, organize, and analyze user-submitted program data
 - Operationalize and document project management processes
 - Plan for in-person programs and events, including equipment and space rentals, catering, and volunteer and attendee management

Desired Qualifications and Skills:

- Two years of office management, administrative, or front desk work experience
- Demonstrable knowledge and experience related to financial management, human resources and benefits management, logistics, and/or office management
- Strong organizational and time management skills
- Strong customer service and effective communication skills including writing, public speaking, and meeting facilitation
- Ability to balance multiple projects simultaneously and to easily shift between working independently and collaboratively
- Capacity to prioritize responsibilities and self-direct when necessary, particularly in a remote work environment
- 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
- Knowledge and use of technology in completing job requirements including: Microsoft Office Suite; web-based search and information systems; social media platforms, such as Facebook; virtual meeting platforms, including Zoom; project management software, including Basecamp; bookkeeping and financial management software, including QuickBooks; and web-based content management systems, including WordPress
- 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 21, 2023**. 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 between May 31 and June 2, 2023. Ideally, the selected candidate will start as soon as the week of June 19. The start date may be postponed for the ideal candidate.

MIFMA places equity at the forefront of supporting the viability of community-driven marketplaces so that they can connect ALL consumers to local farms and businesses. 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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