



## **Full Time Position with Growing Hope MARKETPLACE MANAGER**

### **About Growing Hope:**

Growing Hope is a 15-year-old non-profit organization in Ypsilanti, Michigan dedicated to helping people improve their lives and communities through gardening and increasing access to healthy food. Growing Hope operates two Ypsilanti Farmers Markets, the downtown location held at the Ypsilanti Farmers MarketPlace. The MarketPlace includes the Robert C. Barnes Sr. MarketPlace Hall and licenced incubator kitchen. In addition to hosting the indoor Farmers Market, MarketPlace Hall acts as a rental space for events, meetings, and community activities. The MarketPlace is both a local food hub for farmers, purchasers, and food businesses as well as an earned revenue strategy to support Growing Hope's mission. We rent the licenced incubator kitchen to food entrepreneurs looking to scale up their businesses and can be rented for events.

### **Position Description:**

We are seeking a highly organized, self-motivated person with exceptional sales and marketing skills to manage all aspects of the Ypsilanti Farmers MarketPlace including the incubator kitchen. This person will promote and book rentals of the Robert C. Barnes Sr. MarketPlace Hall and kitchen and ensure all facilities are up-to-date with SOPs that include cleaning and maintenance. This person will also support some operations of the Ypsilanti Farmers Markets. This person will report directly to the Executive Director with offices located in the new Farmers MarketPlace Welcome Center.

### **Job Responsibilities:**

#### *Promotion and Booking Rentals (75%)*

- Outreach to the community to promote and advertise MarketPlace Hall, kitchen and storage rental opportunities.
- Distribute promotional information and maintain signage/banners.
- Coordinate with the Growing Hope Marketing Manager on flyers, brochures, social media and other marketing items as needed
- Be the first contact with the public on all Growing Hope rental offers.
- Respond promptly to every rental inquiry with clear information on the space, services, pricing and other key information.
- Give tours as requested by potential renters.
- Clearly review contract obligations with potential renters, including costs and items used, making sure all forms are completed correctly.
- Provide exceptional customer service to clients before, during, and after they rent the space.
- Follow-up with clients to be sure all payments are made in a timely manner.
- Closely track all financials related to property rentals including booking deposits, service add-ons, final payments, and any necessary cleaning fees.

### *On-Site Event Management (12%)*

- Supervise events as needed, which will initially require weekends and evenings.
- Support event setup and cleanup.
- Ensure volunteers are recruited and managed, as needed, to support event rentals and overall MarketPlace operations.

### *Building Maintenance (10%)*

- Ensure the Ypsilanti Farmers MarketPlace property is in a clean, organized, well-presented state while looking for ways to improve the site.
- Oversee any necessary building repairs or upgrades.

### *Support Ypsilanti Farmers Markets (3%)*

- On-site support of Ypsilanti Farmers Markets including set-up and tear-down (Tuesdays and occasional Saturdays)
- Ensure Farmers Market equipment is maintained and inventoried.
- Support scheduling volunteers at the Ypsilanti Farmers Markets.

### **Preferred qualifications:**

- Passion for Growing Hope's mission and work.
- Active interest in working with diverse groups while promoting social equality.
- Deep (personal, professional, or educational) understanding of issues surrounding poverty and economic hardship.
- Experience with complex scheduling projects.
- Self-motivated to build the business of renting the kitchen to potential clients.
- Commitment to maintaining a clean shared environment and a positive customer experience
- Ability to function both independently and as an active team member.
- Outstanding communication skills, both oral and written; comfort communicating with new people on the phone, over email, in person.
- Highly competent in use of computers (Mac & PC both) and comfort using technology on a daily basis.
- Previous customer service experience & professional demeanor.
- Manage sensitive and confidential information with integrity.
- Experience in event planning and management.
- Experience working with entrepreneurs or small business owners.
- Willingness to adapt to changing organizational conditions
- Creativity, flexibility, resourcefulness and positive thinking; willingness to jump in, learn quickly, and self manage.
- Flexibility to work non-traditional hours in non-traditional settings, including evening and weekends as scheduled.
- Some preference given to Ypsilanti-area residents or those willing to relocate to and engage in the Ypsilanti community.

**Hours & Compensation:** \$34,000 a year. 40 hours a week. Benefits available after 60 days of employment.

**To Apply:** Submit resume & 1 page cover letter, complete with reference contact information, to [apply@growinghope.net](mailto:apply@growinghope.net). Applications accepted until August 10, 2018.

*Growing Hope is an Equal Opportunity Employer and does not discriminate potential employees based on race, creed, age, color, disability, national origin, sex, gender identity, sexual orientation or marital status.*