



People First Economy

Local First West Michigan

Title: Program Coordinator

Reports to: Membership Director

Hours: Part-time (15-20 hours per week), Occasional evenings or weekends

Starting Pay: \$18 per hour

Position Summary: People First Economy's Program Coordinator will assist with a wide array of internal tasks related to the membership process and member benefits.

Position Responsibilities:

Membership

- Assist in retention and integration of new and existing members in Local First programming
- Identify prospective business members
- Process Member Applications
- Engage members in regular communications (emails, calls, events, mailings, etc.)
- Assist implementation of annual Membership renewals
- Attend all Local First and community events as needed

Administration

- Assist with customer service inquiries
- Manage membership database and systems, including accurate collection and entry of data in our CRM software (Salesforce)
- Create and export reports from CRM (Salesforce) and Marketing (Hubspot) software
- Manage member payment process

Social Media

- Manage the Members of Local First Facebook Group
- Support social media channels for Local First West MI and Good For MI
- Other relevant activities and campaigns as they arise

Requirements:

- Strong written and verbal communication skills
- Willingness to meet new people, make phone calls, and have face-to-face contact
- Proficiency in Microsoft Office Programs and various social media platforms
- Reliable transportation, as well as, ability to work in-person and/or remotely as needed
- Ability to establishing priorities and work independently on assigned tasks
- Can passionately represent the values and goals of People First Economy and is committed to the advancement of social and environmental justice

Company Description:

We believe that successful, **vibrant communities thrive when they put people first**. These communities are made up of a combination of locally owned businesses, companies who believe that good business matters, and mission-driven nonprofit organizations. We bring together values-aligned businesses, nonprofit organizations and people who share a common goal to create a thriving, equitable, sustainable, and economically vibrant region. People First Economy accomplishes this work through the Local First West Michigan and Good For Michigan programs.

Justice, equity, diversity, and inclusion are driving lenses of People First Economy's mission. It is our belief that a sustainable economy cannot be fully realized if people are excluded from full and fair participation. These values guide our commitment to becoming a leader in advocating for local, place-based economies and better business practice as a means to building wealth, social capital, and economic equity among all people.