

# Western Montana Growers Cooperative

## Position Announcement

### Job Description

**Title:** CSA Program Manager

**Location:** Missoula, MT

**Compensation:** \$17.00/hour, 32-40 hours per week, season-dependent

**Benefits:** Paid holidays, paid vacation/sick leave, employee discounts, employee healthcare plan

**Start Date:** January 2021

The CSA Program Manager is a year-round position responsible for implementing and managing WMGC's multi-farm CSA program. CSA management experience is not requisite, but a broad range of skills is necessary to perform the job well.

This position requires an individual who is self-motivated, detail-oriented, and who has the confidence and experience to be an active decision-maker. S/He should be a team player who is an effective, positive, and diplomatic communicator; and has strong leadership and people skills. S/He should be committed to the goals and vision of local, sustainable agriculture and the principles of cooperative business.

Strong applicants will have successful experience in program development, marketing, sales, customer service, communication, and fresh produce production and handling. Effective computer skills (word processing, spreadsheets, database, CRM, social media) are essential. Applicants with some bookkeeping skills are a plus. This position requires some office and warehouse time at WMGC headquarters in Missoula. The position may require travel to local and regional marketing and fundraising events, therefore a valid drivers license and dependable transportation are required. Vehicle mileage will be reimbursed and/or rental vehicles will be provided for out-of-town travel.

This position does require physical labor in order to pack CSA shares. Applicants should be able to be on their feet throughout the day and capable of lifting 75 lbs.

### Primary Responsibilities

- Work in conjunction with GM to set CSA membership and sales goals
- Work in conjunction with producers to plan share contents each season
- Develop and execute marketing plan to reach sales/membership goals
- Provide excellent customer service and support
- Liaise with Warehouse and Transportation Managers to coordinate packing and delivery of CSA shares
- Continually develop methods to evaluate program and implement changes

## General Guidelines

As an employee of Western Montana Growers Cooperative, you should:

- Keep the co-op's mission in mind:

*Our mission as members or employees of Western Montana Growers Cooperative is to provide people within our region with fresh, quality products from our members' farms; to build a stable company based on cooperative principles and personal relationships which delivers quality to our customers and provides improved economic return for our members. Within this mission, the cooperative shall whenever possible work to support small-scale, family-run, and regionally-based sustainable farms and encourage cooperation and mutual aid among farmers.*

- Perform your tasks with accuracy, efficiency, and professionalism.
- Be sensitive to how your work affects the work of your fellow employees.
- Approach your work with creativity, offering suggestions for improvements.
- Evaluate your work from a financial perspective, considering how your actions impact the co-op's sales and profitability.
- Keep confidential any information you receive about customer sales, purchases from growers, and overall co-op financial performance.
- Treat your fellow employees, customers, and growers with fairness, courtesy, and respect. Practice honesty and tact.
- Communicate any significant problems to the GM in a timely fashion.
- Expect an evaluation from the GM annually.
- Provide constructive feedback to Management with ideas to improve the business.

Applicants should submit a resume and cover letter on [Indeed.com](https://www.indeed.com)

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