



POSITION DESCRIPTION

TITLE	Support Services Associate – Programs
FTE/CLASSIFICATION	Non-Exempt
REPORTS TO	Vice President of Programs
SUPERVISES OTHERS	No
COMPENSATION	Up to \$21.50/hour
EDUCATION DESCRIPTION	High School diploma/degree or equivalent The Support Services Associate is responsible for the day-to-day support for programs and program operations. This person in this position assists with program functions and program administration throughout the organization.
LOCATION	Michigan Fitness Foundation (MFF) is in Lansing, Michigan

ESSENTIAL FUNCTIONS

- Plan for, coordinate, and place product and supply orders for all programs and program staff.
- Download program and grant invoices and prepare for review by program administration according to specific regulations of the program or grant.
- Research vendors as requested for resources and programs staff and monitor and approve website submissions for the vendor solicitation list.
- Communicate with vendors and customers on incoming and outgoing product orders and processing to support timely delivery.
- Load and unload parcels for storage and organize/place materials into inventory.
- Monitor resource inventory ongoing and update resource team lead.
- Pick, package, and fulfill product orders for shipment.
- Prepare shipping documents and determine delivery method for all outgoing MFF materials.
- Maintain inventory receiving reports and grant records.
- Plan for and conduct the annual inventory count on behalf of resources and finance teams prior to the annual audit.
- Monitor and order shipping supplies and lead organization-wide recycling.
- Monitor monthly staff pCard (credit card) expenses and gather program department expense documentation, partnering with program operations to prepare for payment.
- Schedule and prepare materials and technology set-up for group meetings.
- Participate on the resources/sales team and the organization's library team.
- Support program staff membership updates, subscriptions, and travel planning.
- Answer, direct and respond to incoming inquiries and correspondence on behalf of the organization by phone and/or email.



- Secure the west building at end-of-business on Tuesday, Wednesday, Thursday.
- Travel on behalf of the departments related to resources and training.
- Perform other duties and responsibilities as required or assigned.

EDUCATION/EXPERIENCE

- Two or more years of experience in program operations, office administration and/or program support.
- Experience with shipping and receiving desirable.

KNOWLEDGE/SKILLS/ABILITIES

- Ability to understand program needs, assess resource inventory, and coordinate timelines to complete projects.
- Sound knowledge of purchase order, shipping and receiving processes.
- Excellent critical thinking skills.
- Basic skills in Microsoft Word, Excel, PowerPoint, and Outlook.
- Experience using Box.com, Monday.com, PowerPoint, and Zoom desired.
- Ability to perform tasks concurrently with strong attention to detail and with a high level of accuracy.
- Ability to communicate clearly and concisely, in writing or by other measures.
- Ability to work in a fast-paced, ever-changing environment under tight deadlines.
- Strong level of integrity and professionalism.
- Demonstrated skills in organizing and archiving per program regulations.
- Ability to work independently with supervision.
- Ability to travel in-state, with infrequent night and weekend travel.

PHYSICAL REQUIREMENTS

- Talking – expressing or exchanging ideas by means of the spoken word to impart oral information to others accurately (2-4 hrs. daily).
- Hearing – perceiving the nature of sound by ear (1-2 hrs. daily).
- Sitting – remaining in a seated position (4-8 hrs. daily).
- Standing – remaining on one's feet in an upright position at a workstation without moving about (2-4 hrs. daily).
- Climb – ability to climb ladder (infrequently) and stairs (1-2 hrs. per day).
- Lifting – raising or lowering an object under 40 lbs. from one position to another and ability to operate material handling equipment.
- Office Environment – general office work environment (6-8 hrs. daily).
- Travel – travel required in state by car (up to 5% annually).



BENEFITS AND WORKLIFE BALANCE

- Paid time off starting at four weeks for a calendar year, pro-rated based on start date.
- Fourteen paid holidays and a paid winter break office closure in late December.
- Provision of up-to-date technology and support.
- Parental leave policy and infant-at-work program in addition to bereavement, military, and jury/witness duty leaves.
- Group health plan, including medical, dental and vision, as well as options for flexible spending accounts or health savings accounts.
- Annual wellness benefit reimbursement to support staff in engaging in a physically active, healthy lifestyle inside and outside of work.
- Pet-at-work program to allow staff to bring their pets to work.
- 401k plan with 5% employer contribution and additional match up to 3%.
- Employee assistance program with free professional support for a variety of life's challenges.

OTHER INFORMATION

- Must be able to attend periodic in-state multiday trainings and conferences with reasonable accommodation.
- Must be able to regularly operate standard office machines and communicate consistently with internal staff as well as external partners remotely.
- Must be able to frequently remain in a stationary position as well as move about in the course of general duties.
- Must be authorized to work in the U.S.
- Will work in usual office working conditions where noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.
- Have a valid driver's license and be able to provide proof of current, valid auto insurance (preferred but not required).

HOW TO APPLY

Email your cover letter and resume to Kendra Keyes, kkeyes@michiganfitness.org. Include *Support Services Associate* in the subject line.

The Michigan Fitness Foundation is an at-will employer. The above position description describes the position currently available and is not intended to be an employment contract. The Michigan Fitness Foundation reserves the right to modify the duties or position description at any time.



Michigan Fitness Foundation provides equal employment opportunities to all applicants without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran, or any other characteristic protected by law.