



MSU Student Housing Cooperative, Inc.

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Cooperative Management Fellowship: Member Services Coordinator
Expected Dates: June 1, 2015–May 29, 2016 (may be option to extend)

Applications are due May 15 or until position is filled.

Job Description

The Michigan State University Student Housing Cooperative (MSU SHC) is a non-profit organization providing a low-cost housing option for students at MSU and members of the surrounding community. There are more than 200 members in 15 houses across the East Lansing area. Houses vary from five to 29 members, each with their own character and history. Our cooperative is member-owned, student-run, and democratically governed.

We are seeking a college graduate (or equivalent experience) with a strong interest in cooperative and/or non-profit management and a passion for intentional community and/or affordable housing. General understanding of co-ops and alignment with principals and values of cooperative enterprises is helpful, however, on-the-job training will also be provided. This is a yearlong fellowship with the possibility of extension.

The fellow will split their time between office and membership management and hands-on project development and execution within the cooperative and broader community. This is a fantastic opportunity for a recent graduate to learn the ropes and contribute to a thriving, education-oriented cooperative organization.

60% Manage MSU SHC Office and Member Services Program

Primary responsibilities include serving as the face of the office in the areas of customer service, office management, contract signings, and member inquiries, maintaining accurate and current reports of member accounts in our property management database, and reconciling member accounts receivable. The MSC functions to support the Finance Manager, Maintenance Coordinator, and the elected officers of the organization. The Member Services Coordinator reports to the Executive Director.

20% Member and Community Engagement

The MSC will work closely with the vice presidents of education and membership to develop membership engagement and educational programming; they will have the opportunity to propose membership projects to the Executive Committee and Board of Directors. In addition, the MSC may represent the SHC to community organizations, events, and/or at regional cooperative functions.

20% Other Projects to be Determined

The SHC is one of the largest and most established student housing cooperatives in the United States and is part of a growing regional cooperative community. The MSC will assist with internal policy construction, planning, regional collaboration, and research initiatives according to their skills and interests and the SHC's needs.

Education and Professional Development Opportunities

This fellowship position is designed to help a recent graduate develop professional contacts and skills beyond the purview of their day-to-day responsibilities. As such, the SHC will provide a discretionary education stipend of \$1,500 for learning opportunities of the fellow's choosing (conferences, courses, etc.) In addition, the SHC will sponsor the fellow to represent the organization at the North American Students of Cooperation's Staff and Manager's conference and other regional functions.

Minimal Requirements

1. Some college and working toward a degree or certificate
2. Office experience
3. Customer service (particularly with college students)
4. Microsoft Office Suite and or Google Apps
5. Excellent Communication Skills
6. Competence in managing multiple priorities and tasks

Desired Qualifications

1. Basic bookkeeping and reconciliations, including QuickBooks
2. Managing paper and electronic files
3. Website maintenance and social media, including Squarespace
4. Lay out design, including Adobe InDesign and Photoshop
5. Tenant management software, including Rent Manager
6. Leadership and/or supervisory positions
7. Experience with cooperatives or community living, especially in student house co-ops
8. Community Service, volunteerism, or non-profit experience is also a plus

Logistics

Starting Salary range is competitive and commensurate with experience and includes a competitive benefit package after three-month probationary period.

Interested candidates should prepare a résumé, cover letter, writing sample or proposed special project, and provide a list of three relevant references (with contact information). Review of applications will begin on May 15 and remain open until the position is filled.

The selection process will include one or two interviews with hiring committee and selected staff. Final candidates must agree to criminal background reference check, and employment verification.

Please send email with contact information for three references. Please include the word FELLOWSHIP in the subject line and attach cover letter and resume to the email:

[hiring@msu.coop](mailto: hiring@msu.coop)