

Job Title

Local Foods Plymouth – Program Manager (Food Hub Operations & Strategy)

Position Overview

Local Foods Plymouth (LFP) is a community-based online food hub connecting local farmers and producers of food and value-added products with households in the Plymouth area. The Program Manager is responsible for the day-to-day operation, systems management, and strategic development of LFP. This is a highly relational role that requires strong communication skills while interfacing with both producers and customers. This role serves as the program lead and operates with a high degree of autonomy under the Plymouth Area Renewable Energy Initiative (PAREI).

This position blends operations management, vendor and customer support, systems design, and forward-looking program strategy. The Program Manager ensures that LFP runs smoothly each week while also improving systems, supporting producers, growing the program's buyers and reach, and strengthening community impact. This position interfaces with and assists with strategic thinking for the PAREI organization.

Key Responsibilities

Operations & Fulfillment

- Manage the full weekly order cycle, including store scheduling, vendor coordination, fulfillment workflows, and pickup operations
- Support on-site pickup logistics and volunteer coordination
- Troubleshoot customer orders, payments, substitutions, and fulfillment issues
- Ensure reliable operations during seasonal demand increases

Vendor Management & Support

- Recruit, onboard, and support local food producers
- Assist vendors with product listings, pricing structures, categories, and platform use
- Maintain alignment with LFP's mission with product quality, type, source, etc.
- Serve as the primary point of contact for vendor communication and issue resolution

Technology & Systems Management

- Manage and maintain the e-commerce platform and related tools
- Design and improve internal systems for labeling, pack lists, reporting, and communications
- Maintain automations and systems
- Experience with, or comfortable learning:
 - Mailchimp
 - Google Scripts

- Zapier
- Gmail
- Canva
- Outlook & Sharepoint
- Local Food Marketplace (our e-commerce platform)
- Facebook / Meta Ad Suite
- Instagram

Financial & Administrative Support

- Monitor weekly sales and operational metrics
- Support reconciliation processes and prepare internal summaries
- Assist with reporting needs related to grants and program performance

Marketing & Outreach

- Manage digital outreach efforts, including customer-facing email campaigns, intermittent producer communications, and basic paid advertising
- Manage community outreach programs
- Improve storefront organization, product presentation, and user experience
- Support customer acquisition and retention through clear messaging, promotions, and communications

Strategy & Program Development

- Support long-term planning for LFP's growth, sustainability, and capacity
- Translate mission goals into operational practices
- Prepare summaries and metrics for leadership and board review
- Collaborate with PAREI leadership while advocating for operational improvements

Community Impact & Equity Programs

- Support food access and equity initiatives, including EBT match and food share programs
- Maintain LFP as a consistent, community-facing program with strong local relationships

Qualifications

- Strong organizational and problem-solving skills
- Comfort managing multiple systems and workflows simultaneously
- Experience with operations, logistics, or program management (food systems experience preferred but not required)
- High level of technical comfort with spreadsheets, digital tools, and learning new platforms
- Strong communication skills with vendors, customers, volunteers, and leadership
- Ability to work independently and take ownership of a complex program

- Ability to work collaboratively with leadership, vendors, and community partners

Working Style & Expectations

- High-autonomy role with significant responsibility
- Collaborative spirit to work across the PAREI organization
- Mix of administrative, technical, and hands-on operational work
- Requires both attention to detail and systems-level thinking
- Regular weekly rhythm tied to the order and pickup cycle

Compensation & Structure

- Part-time: 15 – 20 hours per week
- \$20-23 per hour
- Reports to Executive Director
- Scope and responsibility comparable to a program manager or operations lead role

How to Apply

Please submit your resume to denise@plymouthenergy.org by May 22.

Target start date: June 15, 2026. The incoming Program Manager will work alongside the current manager through the end of July for training and transition.