

Volunteer and Program Coordinator

Applications due: Ongoing

Location: St. George, Utah

The Volunteer and Program Coordinator at the Bicycle Collective fosters a dynamic volunteer program to support the ongoing charitable programs that the Bicycle Collective offers to the community. The ideal candidate engages and inspires volunteers to reach new levels of impact within the organization. The Volunteer and Program Coordinator needs to have a passion for people, and a deep understanding of the empowering benefits bicycling can create. An effective Volunteer and Program Coordinator will create rewarding and purposeful opportunities for the community to create impact while working with the rest of the Collective's staff to serve its mission.

The Program Coordinator supports the Location Director by managing our large and small events. This includes planning, marketing, day-to-day communications, managing our volunteers and volunteer committees, and on the ground event coordination.

The Coordinator further develops and increases the reach of our charitable programs by reaching out to potential partner organizations, attending networking events, fundraising locally, and tailoring program strategies that best suit the needs of our community.

This position is an opportunity to advance with an exciting, young non-profit that supports bicycling and the transportation needs of the less fortunate in our community. The right candidate will have the opportunity to shape and foster a strongly committed community organization.

About the Bicycle Collective:

The Collective was founded in April 2002, by five enthusiastic bicycle advocates. They set out to share the virtues of bicycling with the community and build a bicycling environment with a creative advocacy organization. Along with providing a gathering place, tools, education and shop services, the Collective is about having fun while helping others and contributing to the community. The Collective provides refurbished bicycles and educational programs to the community, focusing on children and lower income households. The Collective is currently operating in the following locations: Ogden, Salt Lake City, Provo, and St. George.

Tasks and Expectations

Volunteer Management

- Maintain and develop existing volunteer opportunities
- Assist with the creation and development of new programs and volunteer opportunities
- Work with the location director to develop a comprehensive volunteer program pertinent to our outreach and program activities (training, recognition, retention)

- Continually recruit effective, diverse, and dynamic volunteers
- Develop innovative and sustainable training tactics to maximize volunteer efforts
- Create volunteer opportunities and role descriptions based on the current needs of the Bicycle Collective
- Prepare jobs and tasks for walk-in volunteers
- Plan, recruit for, and manage group volunteer activities
- Provide clear and consistent opportunities for volunteers to take on larger/leadership roles
- Acknowledge and validate the hard work of volunteers
- Distribute information for our volunteers, customers, and clients in our volunteer newsletter, on social media, our website, volunteer pages, and event calendars

Charitable Program Development/Organizational Enhancement

- Reach out to potential partners and financial supporters, establish partnerships, develop strategies, and increase the reach of our charitable programs
- Attend networking events (Utah Nonprofits Association, Chamber of Commerce, etc.)
- Coordinate fundraising and outreach events (under assistance of the location director and a volunteer committee)
- Respond to requests for smaller events, for example table events, bike fix events, and others
- Coordinate these events, including finding volunteers, logistics, etc.
- Work with the Location Director and other staff to provide volunteers and resources for daily needs of the organization
- Work with the Youth Program staff to facilitate volunteer needs for youth programming
- Work with the Executive Director and Location Director to provide volunteers for outreach events
- Manage recruitment for and operation of walk-in volunteer hours, maximizing the effectiveness of volunteer efforts for the good of the Collective's programs
- Manage the Work-Trade Program and all associated components
- Manage Goodwill Bike giving program
- Seek and attend educational opportunities to enhance job skills
- Write local grants in collaboration with the Location Director

Administration

- Respond to the day-to-day requests we receive from volunteers, customers, and potential clients
- Develop and administer project- and event budgets (under purview of the Location Director)

Marketing

- Supervise marketing activities for programs and events, create informational materials (online, flyers, brochures, etc.)
- Develop social media marketing strategies

Outreach and Reporting

- Maintain a record keeping program and contact list (volunteers, donors, supporters)
- Create and distribute effective and educational materials to current and potential volunteers
- Complete monthly report
- Submit an annual volunteer report covering total amounts of volunteer activities, hours and attendance, review of programs, and plans for future development
- Develop and maintain relationships with other organizations and corporate partners within the area

Qualifications

Bachelor's degree or equivalent professional experience. Preference will be shown to candidates with experience managing non-profit programs or similar fields including event management, volunteer management, or fundraising.

- Experience with managing and empowering a diverse volunteer base and clientele
- Demonstrable, creative problem-solving skills on both an administrative and logistical level
- Passion for bicycle transportation and/or an interest in creating livable, healthy and sustainable communities
- Bilingual candidates preferred (Spanish)
- Familiarity with Microsoft Office, Google Docs, Social Media, MailChimp, Quickbooks accounting and point of sale programs
- Strong verbal and written communication skills

Professional Development Opportunities

- Research and stay up to date on trends in the bicycle industry
- Receive training in bicycle mechanics and management of a community bike shop
- Opportunity for advancement within the organization as it grows and as you grow it

Job Conditions

- Volunteer and Program Coordinator may occasionally work extended evening and weekend hours
- Must be available to work Saturdays
- Reasonable accommodations will be made to enable individuals with disabilities to perform essential functions of this position

Training and Supervision

The Volunteer and Program Coordinator will be trained and supervised by the Location Director.

Success Measures

Success will be measured based on growth in formal partnerships for our charitable programs, strategic program development, growth in program participant and volunteer numbers and retention, and volunteer support, attendance and monetary success of our fundraising events.

Terms, Compensation and Benefits

- \$15-17 hourly wage depending on experience
- Starting at 20-25 hours/week, work can be organized flexibly
- Opportunity to grow and advance with the organization
- Employee pricing on bicycle industry goods
- Complete quarterly goals and evaluations with Executive Director
- Initially: monthly evaluations

KEY ACCOUNTABILITIES

Key Accountability Statement	Rank	Weight
<ul style="list-style-type: none">● Managing all aspects of our Volunteer Programs (volunteer management, support, recognition, retention)	1	40%
<ul style="list-style-type: none">● Community Outreach and Relations	2	20%
<ul style="list-style-type: none">● Shop Operations	4	20%
<ul style="list-style-type: none">● Program development (incl. Budgeting and fundraising)	3	20%

For Consideration

Please submit a cover letter and resume and two references to judith@bicyclecollective.org with "St. George Volunteer and Program Coordinator" followed by your name in the subject line. Interviews with qualifying candidates will be scheduled at the discretion of the Location Director. The position will remain open until filled. The Bicycle Collective is proud to be an equal-opportunity employer.