



Operations and Programs Manager

The Operations and Programs Manager assumes primary responsibility for leading the organization's programs and facilities. This includes managing and developing a staff of 3 to 5 people, overseeing daily operations of the bike shop and community space, coordinating programming, monitoring shop and program finances, tending to website and social media platforms, and ensuring outstanding customer service. This position is 30 - 40 hours per week and currently reports to the Board President or other board officer appointed by the board. We currently are operating without an Executive Director, but intend to seek one again when budget allows, which will provide support and alleviate some responsibilities from this position. At such time, the Operations and Program Manager will not be excluded from applying for the Executive Director position if desired.

General Responsibilities

More than anything we are looking for a motivated individual who is enthusiastic about shaping a small but growing nonprofit, and passionate about our mission. Management and organizational skills are strongly preferred, but bike shop or mechanic experience is not necessary.

PROGRAM OPERATIONS

- Oversee all facility operations
- Coordinate on-site and off-site programs and develop new programs that promote our mission statement and values.
- Ensure a clean and organized work and learning environment
- Oversee and delegate as needed, processes for:
 - scheduling bicycle refurbishing and repairs
 - accepting bicycle donations
 - managing inventory
 - pricing of bikes, parts and accessories
 - ordering of supplies, parts and equipment
- Collect and maintain data on all aspects of operation and programming

STAFF

- Supervise, schedule and evaluate all current staff
- Delegate roles as needed, balancing time dedicated to programming and for-profit shop work.
- Lead bi-weekly staff meetings

COMMUNICATION

- Implement regular communication with memberships via newsletter (The Pedal Pusher)
- Maintain and update website
- Use social media (Instagram, Facebook and others) to interact with specific audiences (donors, members, volunteers, etc) as well as market programs, events, courses and sales and service promotions.

VOLUNTEER COORDINATION

- Recruit and onboard volunteers, process background checks, etc.
- Direct and supervise volunteers as needed
- Oversee system for tracking of volunteer hours and actions

BOARD SUPPORT

- Board support is minimal in this position, however it will occasionally require assistance with board work such as fundraising and other projects.
- Provide data reports as requested

Salary and Benefits

- Compensation of \$20-25 per hour depending on experience.
- Up to \$800 credit for education/training with 2 days paid training leave per year.
- Wholesale on all bikes and parts purchased through the shop, and \$300 credit for used parts per year.
- Paid time off (accrued at a rate of .05 per hour worked) and paid sick leave.
- Unpaid and extended leave available upon approval
- Flexible hours and some remote work possible