

# Program Coordinator Job Description

**Reports to:** Executive Director

**Supervises:** Program Assistant(s) / Youth Mechanic(s)

Gearin' Up Bicycles expects all its employees to conduct themselves in a manner which is in the best interests of the organization and its employees. Employees should know that any conduct which violates a policy or which is not in the best interest of the organization, will subject an employee to discipline. Disciplinary action may include, but is not limited to, the following: verbal warning, written warning, suspension without pay, and separation. There is no guarantee that one form of disciplinary action will necessarily precede another. Disciplinary actions are noted in the employee's personnel file. Serious misconduct may result in immediate suspension and/or immediate separation, without notice. Gearin' Up Bicycles mechanics offer reliable, honest, and exemplary service building, restoring, and repairing used bicycles. Mechanics ensure that customers feel welcome and comfortable at Gearin' Up Bicycles and are eager to explain bicycle mechanics to customers when asked.

## **Program Management and Implementation**

- Network and connect with community and city partners to identify program opportunities within the Gearin' Up Mission and Vision
- Implement programming with the high integrity and
- Prepare for each program and event with necessary materials and supplies within established programming parameters
- Communicate with Shop Manager for supply and materials needs
- Ensure proper staffing levels for anticipated need of Program and Events
- Lead trainings for volunteers / staff to prepare for large scale events in coordination with Executive Director / Board members
- Communicate with programming partners within established Gearin' Up communication parameters

## **Superior Technical Service**

- Answer service questions with honesty and sincerity
- Prior to beginning any work on any bicycle, record and report all recommended repairs directly to the customer along with an estimate for the repairs
- Complete sales checks and accessory installs in a timely matter
- Know the correct procedures for doing all types of repairs and maintenance packages sold at Gearin' Up
- Perform each repair thoroughly and satisfactorily to exceed customers' expectations
- Correctly complete all paperwork and computer invoicing associated with repair work
- Seek assistance from the appropriate expert whenever an unusual problem presents an obstacle to timely and satisfactory completion of a repair
- Assist in service writing when backup help is required
- Continue to learn about new product and repair techniques
- Restore donated bikes when not working on customer repairs
- Triage donated bikes according to the *Gearin' Up Bicycle Triage Process*
- Keep work area clean at all times

## **Help co-workers succeed**

- Assist others with technical questions
- Help educate peers with tool use, equipment use, and technical knowledge
- Leave the bench and space clean at the end of each workday
- Keep the shop floor clean and clear
- Report replacement parts needed for stock supply
- Provide suggestions for shop improvement to Service Manager

**Help bike shop profitability**

- Perform repairs within established time limits
- Try to clean and use existing parts for bicycle repairs
- Only use a new part, if you cannot utilize a used part.
- Use shop supplies in appropriate quantities

**Represent Gearin' Up Bicycles in the neighborhood**

- Assist and/or lead youth or adult programs
- Act as a resource for the bicycle community
- Work in partnership with all Gearin' Up Bicycles staff and the community to contribute to the organization's Vision, participate in bicycle advocacy programs when possible, and help create a sustainable organizational culture
- Teach and manage volunteers in the shop and at off-site programming

**Lead off-site youth programs**

- Manage a group of 15 youth in an experiential learning atmosphere
- Be knowledgeable in basic group/classroom management techniques
- Have strong basic mechanic skills
- Be able to function as both teacher and mechanic
- Foster, grow, and strengthen community connections
- Pass a criminal background check annually

**Position Preferences:**

- 1 year of bike mechanic experience
- Passion for teaching youth
- Proven track record of personal growth
- Understanding of Earn-A-Bike Programming
- Ability to pass a criminal background check
- Ability to possess a valid and current driver's license\*
- Ability to operate independently and as a member of a multi-talented team

\*some driving of personal car is required and mileage is reimbursed

**Any other duties as prescribed or needed by supervisor / Executive Director**