

Blackstone Bicycle Works Program Manager - Position Description

Program Mission

Blackstone Bicycle Works is a youth education program of the Experimental Station. Blackstone Bicycle Works is a full-service bike shop dedicated to promoting ecological practices and empowering youths from Chicago's South Side, teaching mechanical skills, job skills, and business literacy to youths ages 8-18.

Program Manager Position

The Blackstone Bicycle Works Program Manager works under the direction of and reports to Experimental Station's Executive Director and Assistant Director, who in turn support the role of the Program Manager and the Blackstone Bicycle Works program. The Program Manager is also supported by a full-time Youth Services Coordinator/Head Instructor and a full-time Customer Services Coordinator/Head Mechanic, as well as 3-6 part-time staff and a corps of program volunteers. In addition, Blackstone Bicycle Works is supported by administrative and communications staff, which provide bookkeeping and audit functions, human resources services, website and technology services, graphic design, and marketing.

Program Manager Position Objective

A successful Program Manager will effectively and efficiently manage Experimental Station's Blackstone Bicycle Works youth program, including the business operations of the bicycle shop. The Program Manager is responsible for advancing short and long-term program goals, for helping to identify program needs and orienting staff and youth participants to meet identified needs, for helping to ensure sustainability of the program, for being a key adult presence and mentor for youth participants, and for facilitating smooth operation of the bicycle shop and youth program, stepping in where and when needed.

The ideal candidate is a strong manager with experience in youth programming and instruction and has some experience in the bicycling industry and/or involvement in the bicycling community.

Applicants are encouraged to visit the bike shop in the coming weeks.

The essential functions of the BBW Program Manager include the following:

- Work to advance the mission and vision of Blackstone Bicycle Works.
- Maintain a safe and positive learning environment for youth participants.
- Maintain a safe and positive environment for staff and other members of the Experimental Station community.
- Be a strong and professional representative of Blackstone Bicycle Works and Experimental Station and positive role model at all times for Blackstone youth participants.
- Manage program staffing by developing individual staff and cultivating a strong staff team, setting and tracking youth instruction and sales/services goals with the staff team, overseeing and approving staff schedules, managing and developing program volunteers.

- Manage youth participation (recruitment, intake, retention, parental communication) and ensure youth engagement with and advancement through all aspects of the program and business operations.
- Manage business operations, including monitoring the program budget, ensuring quality control, meeting sales and services goals, tracking and overseeing inventory, and ensuring proper use and tracking of monies and other program assets.
- Manage use of program spaces, equipment, and supplies.
- Facilitate development and implementation of a bicycle-based curriculum with Youth Services and Customer Services Coordinators.
- Oversee and manage program data collection and other documentation (participation rosters, youth work logs, skill sheets, apron system, activity summaries, photo/video documentation).
- Provide oversight and administrative support for the Summer Meals program, cyclocross team, Blackstone Youth Leadership Team, Girls Bike Club, and other youth programming initiatives.
- Develop program initiatives with Executive Director and Assistant Director to support the broader growth and improvement of the program.
- Working with the Assistant Director and additional Experimental Station staff, coordinate program outreach by supporting partnership development and fundraising efforts, off-site bike sales, adult education, external youth education initiatives, and links to Chicago cycling community.

Criteria and qualifications of preferred candidates

- Education: College degree or equivalent work experience.
- Skills and Abilities:
 - Community Engagement: Able to communicate and relate with a diversity of youth, adults, staff, and groups. Demonstrated passion for serving under-resourced communities.
 - Work Styles: Able to work independently and work as part of a team; take initiative and solve problems; remain calm under pressure. Have outstanding customer service, listening, and de-escalation skills.
 - Administrative Strength: Organize and execute plans; Have strong verbal and written communication skills. effectively use email, google apps, and social media, POS system experience preferred.
- Physical and Mental Demands: Must be physically and mentally able to perform essential functions, possessing sufficient physical strength and energies to effectively engage in activities with youth, and manage and maintain the program’s supplies, equipment, and facilities.

This is a full-time, salaried position with health benefits and paid time-off. Salary is commensurate with experience.

Final candidates should expect to be subject to a background check.

Email your cover letter, resume, and 2 references to jobs@experimentalstation.org with your name and “BBW Program Manager Position” in the subject. This position will remain open until filled.

It is the policy of Experimental Station to ensure equal employment opportunity without discrimination or harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, genetic information, or any other characteristic protected by law.