

Job Title: Operations Manager

Job Classification: Temporary Part-Time

Reports To: BCBC Board of Directors

Time: 20 hours per week, including availability during shift hours (Saturday and Sunday, 10:30am – 3:30pm, Tuesday from 6:00pm – 9pm)

Remuneration: Salary of \$16.77 per hour

Position Dates: Flexible start date on April 1, 2017 and an end date March 31, 2018 with possibility of renewal/extension

The Bridge City Bicycle Co-op (BCBC) is a volunteer-run, non-profit, community-service co-operative that provides a drop-in workspace, access to tools and parts, and bicycle mechanics education to help its members and the general public learn how to maintain and repair their own bicycles. The BCBC operates in partnership with the Core Neighbourhood Youth Co-op and focuses on serving youth and adults in the core neighbourhoods of Saskatoon.

Nature & Scope:

The incumbent will work closely with the BCBC Board of Directors to ensure the success of the BCBC's ongoing operations and programming. The Operations Manager's responsibilities include, but not limited to management of the BCBC shop, coordination of staff and volunteers, and liaison with the BCBC membership. Previous bicycle mechanic knowledge and experience are an asset, but not a requirement, as training opportunities are available during the term of contract.

Duties:

- Manage ongoing operations at the BCBC Shop
 - Open, run, and close the BCBC shop when necessary
 - Ensure shop is functioning during weekly open hours
- Assist in managing and running ongoing programming, including
 - Public & member bicycle repair workshops
 - Volunteer training and education
 - Bike diversion pilot project and bicycle donations
- Manage member relations
 - Address member suggestions, queries, and complaints
 - Assist with ongoing member engagement & communications
- Volunteer management and coordination
 - Coordinates communications with and scheduling of volunteers for BCBC shifts
 - Spearhead volunteer recruitment, retention, engagement, and recognition
- Facilitate and grow revenue generation programs
 - Coordinate used & fixed bike sales
 - Mechanic workshops for schools & corporations
 - Manage BCBC merchandising and sales

- Provide weekly reports to the BCBC board of directors
- Performs other related duties, as assigned by the board of directors

Requirements:

- Two years related experience in management, customer relations, or administration; or University Degree or College Diploma
- Proficient with Google Apps (eg. Google Drive, Docs, Sheets, Forms, etc), and web-based applications.
- Experience with volunteer or employee management
- Awareness and sensitivity to issues of marginalization (sexism, racism, classism) and cultural diversity

Competencies:

- Ability to build and maintain effective relationships with members, volunteers, staff, and board members
- Ability to provide professional, courteous service to the BCBC membership
- Ability to make professional decisions and act on them
- Access to phone, text, social media, and internet
- Demonstrated organizational and planning skills.
- Competent in conflict management
- Bicycle or general mechanic skills are an asset

Application Process:

Applicants are required to submit a resume or curriculum vitae and 3 references

The successful candidate will be asked to provide a current and satisfactory Criminal Record Check/Vulnerable Sector Search issued no later than six (6) months preceding term start date (cost to be covered by the BCBC)

Send resume and cover letter to hr@bridgecitybicyclecoop.com, or drop off your application at the BCBC Shop (905 20th Street West)

Application deadline: March 20, 2017

Thank you for your interest and application. Only candidates chosen for an interview will be contacted.