

PROGRAM COORDINATOR — BIKE PARKING

Capital Bike is seeking a dynamic, outgoing, and versatile individual to join our team and run our bike parking programs: the Downtown Bike Valet, The Locker event bike parking, the BC Transit bike locker program. This position offers the opportunity to take on a position of responsibility and operate several growing programs in a fun and flexible work environment.

You are:

- An organized and people-oriented person who likes to see programs run smoothly and efficiently
- Outgoing and comfortable working with people and a variety of service partners

You excel at:

- Managing programs and coordinating people
- Developing and maintaining strong relationships with community partners
- Written and verbal communication; time management
- Working in a small, high-energy team environment

We are:

Capital Bike is a charitable non-profit society that aims to help get more people biking, more places, more often in the Capital Region. Through services, events, and education, we work to get more people travelling by bike leading to healthier, happier, and more connected communities.

Full description:

Under the direction of the Executive Director, the Program Coordinator – Bike Parking will be responsible for running our three bike parking programs: the Downtown Bike Valet, The Locker event bike parking, and the BC Transit bike lockers.

The Coordinator will be responsible for the day-to-day operation of the Downtown Bike Valet, which includes checking in on site staff, issue management, and liaising with City of Victoria staff. For The Locker, the Coordinator will be responsible for communications with event organizers, quote and contract development, service implementation, and date tracking. With BC Transit bike lockers, the Coordinator will collect rental fees, manage locker access, and issue management.

The Coordinator will, from time to time, assist in the planning and delivery of other Society programs. This may include Go By Bike Week, the Commuter Challenge, and other initiatives, if needed.

Purpose of the role: Manage the day-to-day operations of Capital Bike's bike parking services, as well, seeking out and work with partners to improve and expand the current services.

Responsibilities include:

- Seek out and develop corporate and community service agreements

- Organize and prepare logistic plans for program delivery
- Support bike valet staff and daily operations
- Ensure employees work productively and professionally
- Create staff schedules
- Outreach to event organizers for The Locker
- Tracking key metrics and generating reports
- Recruitment and training of new valet staff (as needed)
- Develop policies and processes; monitor their function
- Liaise with service delivery partners
- Operate within program budgets
- Oversee membership program
- Other duties as needed

Key Skills:

- Task prioritization
- Critical thinking; evaluate risks and opportunities, make the best decision for the organization
- Build a positive work environment with your co-workers
- Work independently, take initiative, and deliver on-time
- Excellent verbal communication; clear, concise, and persuasive written communication
- Ability to work in a fast-paced environment
- Flexibility, strong interpersonal skills, and enthusiasm are key to success in this position
- Previous supervisory experience of volunteers or staff would be an asset
- Bike commuter / love of cycling for transportation preferred

Qualifications:

- Valid CPR/First Aid certificate
- Valid BC Driver's License with clean driver's abstract
- Clean Criminal Record Check

Terms:

35 hours/week. Contract position starting September 2023 through to December 2023, with possibility of contract renewal at end-of-term for an additional year. Must have a flexible schedule, some evenings and weekends are required. Hourly rate: \$22-25 per hour, commensurate with qualifications and experience.

We also offer a flexible work environment that allows for flex time, generous vacation, and extended employee benefits, including extended health, dental, and vision care, employee assistance services, life insurance, and other medical services.

How to apply:

Email: Admin@capitalbike.ca

Please forward one document which includes cover letter, resume, and other relevant information. Please enter 'Program Coordinator – Bike Parking Application: First Initial, Last Name' in the subject line.

Closing Date

August 21, 2023 @ 11:59pm PST

Resumes will be reviewed as received. Potential candidates will be contacted.

Inclusion:

Capital Bike is committed to recruiting and supporting skilled candidates that reflect the diversity of Victoria. We encourage applications from women, persons of colour, persons with disabilities, and members of the CRD's First Nations, LGBTQIA+, cultural, religious, and linguistic communities.

Capital Bike operates within the territories of the lək' wəŋən peoples represented by the Songhees and Esquimalt Nations and the W SÁNEĆ peoples represented by the W JOŁEŁP (Tsartlip), BOKÉĆEN (Pauquachin), SĀÁUTW (Tsawout), W SIKEM (Tseycum), and MÁLEXEŁ (Malahat) Nations.