

BICAS Volunteer Coordinator Job Description

Revised Feb 2021

Job Title: Volunteer and Outreach Coordinator

Starting Rate: \$13.65 increasing to \$16.15 upon one year of successful employment.

Principle Function: Responsible for BICAS' Volunteer Programming

Estimated Hours: 10-20 hrs/wk, plus another 15 hrs/wk in the shop = **25-40 hrs/wk total**

[*COVID-19 Pandemic Operations Addendum*](#)

[*Pandemic In-Shop Work Expectations*](#)

Role Overview:

This job is considered a collective member position, warranting collective review after 90 days. The BICAS Volunteer Coordinator will work closely with BICAS coordinators, staff, and board to manage volunteers interested in supporting BICAS at community events or other high need areas. This position requires frequent community engagement and interaction with the intention of identifying potential community partners and volunteers. Additionally, the BICAS Volunteer Coordinator facilitates the interaction between the BICAS collective and the greater Tucson community. Position is half time, the other half being BICAS shop staff.

Duties and Responsibilities (some of these will go into effect post-pandemic; see above for during-pandemic duties):

I. Volunteer Management:

- Bottomline volunteer recruitment and processing of applications, hosting Volunteer Orientations as needed.
- Facilitate the placement of volunteers in appropriate roles, including training volunteers as needed.
- Direct volunteer supervision, including overseeing volunteer compliance with BICAS policies, procedures, and Community Agreements.
- Ensure volunteers are appropriately acknowledged, i.e. thank you letters, BICAS gear, &/or volunteer appreciation events.

II. Volunteer Program Administration:

- Maintain a volunteer database, including signed waivers, contact information, permissions and photo releases.

- Accurately keep track of all volunteer hours and be able to provide this information at will.
- Schedule and manage event volunteers, providing post event evaluation/cost assessments.
- Manage social media about community events, volunteer recruitment, and post photos promoting the volunteer program and BICAS community events.
- Create volunteer needs and news content for the BICAS monthly listserv.
- Act as Coordinator of the Volunteer Committee, which helps with the workload, decision-making, plan-implementation, and idea-generating aspects of the Volunteer Program at BICAS.
- Participate in finance committee to track revenue and expenses for the volunteer and outreach tasks and in program budget creation and evaluation of program finances.

III. Collective:

Average of 2 - 4 hrs/wk, depending on working committee requirements

- Attend and participate in mandatory, twice monthly staff/collective meetings on the first and third Wednesday nights of the month (4 paid hours per month).
- Participate in occasional working groups such as: Hiring Committee, Art Auction Committee, Retreat Committee, Peer Review Committee, Grievance & Accountability Committee, and other ad hoc committees.
- Participate in Peer Review processes.
- Hours –an average of 2 - 4 hrs/wk, depending on working committee requirements.

IV. Mechanics:

0 - 15 hrs/wk, depending on season

Will be cross-trained as a mechanic and in all shop positions ([see Shop Mechanic job description.](#))

1-2 regular shop shifts depending on staff needs may be available. Hours may include subbing/ break coverage and building of floor bikes.

Qualifications & Experience:

- Outgoing personality
- Previous experience with volunteer and/or team management preferred
- Ability to work well independently with minimal supervision and also as part of a team
- Strong commitment to the promotion of bicycling, social justice, grassroots-community empowerment and anti-oppression values
- Multilingual a plus - Spanish, French, and Swahili speakers needed

- Strong commitment to the collective decision-making process and dedication to communication and transparency
- Detail oriented
- Excellent verbal communication skills and strong writing and editing capabilities
- Strong organizational and time management skills are a must
- Advanced skills with Microsoft Office and Windows; proficiency in relational databases or willingness and ability to learn new programs easily. Familiarity with civiCRM an advantage
- Familiarity with Google Drive
- Ability to attend outreach events and work weekends (non-negotiable)
- Interest in further developing the volunteer and outreach program
- Knowledge of bicycle mechanics not required, but is desired

Education

- Basic equivalent to U.S. high school graduate
- BICAS Build-a-Bike Class (can be taken upon hiring)

Experience

- Familiar with non-profit business structures
- Familiar with non-profit or Collective/Cooperative governance
- Google Drive
- Basic bike maintenance
- Riding bicycles in real life a plus

Knowledge/Skills/Abilities

- Strong communication skills including: interpersonal, electronic, and group settings
- Ability to work collaboratively with collective and community members
- Ability to lift a bike into a floor stand, manipulate tools, be on your feet for 8 hour days
- Cashiering and daily cash paperwork
- Procurement and inventory management
- Confidence to learn while doing

Working Conditions

- Shop hours Tues-Sun 10:45 am to 6:15 pm
- Must be available 1 weekend shift per week
- Hot in the summer and cold in the winter

Pay Rate Policy:

The BICAS staff member has the opportunity to grow in the organization based on personal motivation/commitment. The range of pay is adjusted annually in accordance with Arizona's minimum wage. Staff rate of pay increases by \$.50 cents per hour for every 500 hours worked in an attempt to reward experience, long term commitment, and increased participation in the organization. After one year of employment and a positive review, wages automatically jump

from BICAS starting wages to experienced wages, which will also increase annually. Performance will be Peer Reviewed 90-days after hire and annually in/near the month hired. Former employees, in good standing with BICAS, desiring to return must re-apply for a position at BICAS and if re-hired, will receive the rate of pay they were earning when they left our employ or our entry wage, whichever is higher.

Additional Information:

BICAS is a highly rewarding responsibility for those that work as staff but is often a very demanding job. A successful candidate will be familiar with BICAS' mission and vision (click [here](#) to view); openness to learning and trying new approaches; ability to work unconventional hours when necessary; ability to work in various locations in greater Tucson and attend various committee meetings throughout the year. Please look through the rest of our website for additional information about the organization: www.bicas.org

BICAS employees and the volunteer board of directors form the non-hierarchical BICAS collective. The collective is the base for all major decisions regarding the organizations' structure and policies. For this reason it is of the utmost importance that all members participate in the collective process. We use consensus-based decision processes in our Collective meetings. The BICAS collective strives to provide its employees with a living wage based on its current annual budget which is why we need all collective members to be involved with advancing the organization and involved in fundraising activities.

BICAS staff are allowed up to 6 weeks unpaid leave per year as long as leave does not impede shop operations. Staff are required to find their own substitutes for long or short leave of absence. Longer leave is possible with collective approval but is not acceptable in 2 consecutive years. Staff must work a minimum of 25% of their assigned Shop shifts. BICAS budgets funds annually to provide staff with professional development experiences, such as Bike Bike! Leave overlap is based on seniority. New hires are not eligible for extended leave within 6 months of hire date. Unapproved leave of 60 days is considered job abandonment.

This position requires awareness and passion about social and environmental sustainability, local economics and bicycle mechanics, cooperative involvement and collective decision making. Operating a bike project to these standards in an institutional environment and larger community takes tenacity and passion. Successful candidates will be experienced organizers who are interested in working hard and being flexible in order to get things done. This position requires representing and advocating for BICAS in the greater Tucson area.