



Volunteer & Administrative Coordinator Job Posting

Contract, 40 hours/week, February or March to October 31, 2018

About our organization:

Cycle Toronto is a member-supported not-for-profit organization that works to make Toronto a healthy, safe and vibrant cycling city for all. We are focused on advocacy, education and encouragement, as we work to shape policy and infrastructure, and build community to transform our city's cycling culture. We engage a diversity of people in our work, pursuing evidence-based solutions that make cycling a viable option for all Torontonians.

Our work environment:

We're a small team who gets a lot done and we hold personal accountability in high regard. We depend on each other and work collaboratively, yet manage many of our projects independently. We often work under tight deadlines and each team member delivers multiple projects at once. We are supported by hundreds of volunteers who pour their hearts into achieving our mission. We're entrepreneurial and no task is too big or too small. We're all committed to the goal of transforming Toronto into a world-class cycling city.

Reporting to the Executive Director, the Volunteer & Administrative Coordinator will provide support for our members, the staff team, our seasonal staff and our volunteers. Our ideal candidate is outgoing, professional, collaborative, and comfortable engaging with the public.

About the Role:

Cycle Toronto is growing and we are looking for someone to provide front line support for our busy office, oversee our base of over 300 engaged volunteers and support our outreach and educational programs. The successful candidate will deploy a volunteer engagement strategy, including recruitment, appreciation and coordination of roles and shifts. The applicant will also provide professional and responsive service to our 3,000 members. The candidate will play a key role in keeping our staff and office running efficiently throughout our busy outreach season.

About you:

You love bikes, people and Toronto. Previous experience managing volunteers is a must. You have a knack for motivating people to work together in roles big and small. You are up for learning all about bike trailers and how to keep our outreach fleet running.

Prioritizing and staying organized isn't an issue for you. You are comfortable working in a fast paced, team environment. You know how to execute a successful event, with an



eye for detail.

Responsibilities:

- Lead volunteer recruitment, orientations, training, and appreciation events
- Schedule our seasonal outreach team and volunteers for events, workshops, rides, member renewal calls, and canvassing shifts
- Provide front line support to Cycle Toronto's members and potential members through phone, general email, and in-person inquiries
- Coordinate logistics for various events
- Ensure outreach and office supplies are maintained and prepare outreach kits
- Support coordination of our annual programs and events such as Bike Month, Bike Valet, Cycle Toronto's annual fundraising ride, cycling education workshops and outreach
- Track payments, donations, and merchandise inventory
- Oversee meeting and event logistics, ensuring seamless coordination between event holders, partners, staff and volunteers. Book spaces and equipment, prepare programmes, agendas and meeting minutes
- Assist with member services including membership renewals, card mailouts, lock cut and flat fix requests, and database maintenance, monthly membership check-in calls with bike shop partners
- Manage data entry with canvassing coordinators and volunteers
- Ensure our fleet of bike trailers, cargo bike, tents, tools, and equipment is well maintained and repaired as needed
- Perform administrative tasks as needed

Qualifications

- Post secondary degree in a relevant field to the position or equivalent experience
- 1-2 years professional experience with project coordination, office administration, program delivery, customer service. Experience in the non-profit environment a strong asset
- Must be reliable, organized and punctual with remote access to phone and email
- Can be available for onsite and on-call assistance for evening, weekend events as needed
- Demonstrate experience working on teams and/or customer service. Supervisory experience is an asset
- Are empathetic, gregarious and adept at engaging with a broad spectrum of personalities in an inclusive environment
- Have a background/interest in community/city building, politics, transportation, and grassroots advocacy
- Attention to detail and ability to prioritize tasks and meet deadlines
- Strong oral and written communication skills
- Information management and making systems more efficient



- Interest in or experience working and coordinating volunteers
- Proficiency with MS Office Suite: Word, Excel, PowerPoint. Experience using Google platforms: Mail, Calendar, and Drive
- Rides a bicycle for transportation

Terms of employment:

Fixed term contract. 3 month probationary period. 40 hours per week with flexible hours, to start immediately. \$40,000 per year (pro rated). Successful applicant must be a current member of Cycle Toronto. Reports to Executive Director and Director of Programs.

Application procedure:

Please submit a letter of interest and detailed resume in one PDF package by February 2nd at 4:00 pm to work@cycletoronto.ca with the following subject line: Volunteer & Administrative Coordinator.

Cycle Toronto values diversity and we are an equal opportunity employer. We thank all applicants for their interest but only those selected for an interview will be contacted.