



LOCAL MOTION JOB DESCRIPTION

Services Coordinator

Local Motion, Vermont's non-profit organization advocating for safer streets and active transportation, operates the Trailside Center bike rentals, the Island Line Bike Ferry, and Valet Bike Parking service from May to October. The net revenues generated from these services are turned back into the community in the form of education, outreach, and advocacy programs throughout Vermont.

POSITION OVERVIEW

The Services Coordinator will be an integral part of the organization, coordinating and assisting with the operations of Local Motion's Trailside Center, Bike Ferry, and Valet Bike Parking services. This position will report to the Director of Services and Marketing. The Coordinator will coordinate, and keep track of, seasonal staff and volunteer training and scheduling and maintain regular communications with the seasonal staff and volunteers. The Services Coordinator will be the assistant to the director with the aim of smooth, efficient, and effective operations during the season.

RESPONSIBILITIES

Duties include, but are not limited to:

- Assist director with daily oversight of Trailside Center, Bike Ferry operations, and Valet Bike Parking to ensure the highest level of customer satisfaction.
- Provide on-site operational support for Trailside Center, Bike Ferry services and Valet Bike Parking (includes weekends during the summer) in accordance with Local Motion policies and operational procedures.
- Create staffing calendar in Google Calendar and schedule seasonal staff shifts to meet the requirements of a seven-day/week operation.
- Coordinate pre-season staff training and orientation, including tracking staff attendance.
- Maintain ongoing communication with seasonal staff, especially with off-site staff, acting as liaison to identify staff needs to supervisor and human resources.
- Work with the Volunteer Manager to coordinate the volunteers for the Bike Ferry and Valet Bike Parking, including recruitment, scheduling, training, and communication with volunteers.
- Coordinate staffing shift changes and substitutions, including acting as substitute as last resort.
- Assist with daily Trailside Center rental/retail cash-out reports/deposits as well as daily reconciliations of other services.
- Track usage statistics for Bike Ferry and Valet Bike Parking.
- Manage and procure materials/collateral, supplies such as ticket vouchers and first aid supplies.
- Coordinate distribution of Island Line maps, display posters and other marketing materials.
- Keep track of staff CPR certifications and enrollment in Maritime Consortium (Bike Ferry) and maintain compliance therein.
- Learn duties of each seasonal position in order to fill in as needed (with the exception of ferry captain). This includes acting as a deckhand aboard the ferry and therefore being enrolled in the Maritime Consortium that will require an initial drug screening and random drug testing during employment.

QUALIFICATIONS

- Customer service experience and retail service experience desired
- Strong computer skills, including Microsoft Office (especially excel) and Google Suite
- Strong interpersonal and communications skills, with proven experience as a team player
- Excellent organizational and problem-solving skills
- Ability to work on multiple tasks at once in fast-paced environment with fun-loving, energetic, and positive attitude
- Valid driver's license and access to a car
- Ability to lift 50 pounds
- Passion for walking and biking and vibrant, people-centric communities
- Knowledge of regional bicycle routes, trails and related issues helpful
- Must be comfortable around open water, and familiarity with boats helpful
- Subject to pre-employment and random drug tests (per Maritime Consortium)

REPORTING

The Services Coordinator is a new position and reports to the Director of Services and Marketing.

JOB CLASSIFICATION

This is an hourly, non-exempt position, 32-40 hours per week, March through October. Must be available to work most weekends during the summer. There is a possibility that this can change to a year-round position for the right candidate.

TO APPLY

Send cover letter, resume, and three references to jobs@localmotion.org. Applications accepted until position is filled.

About Local Motion

Local Motion is Vermont's statewide advocate for active transportation, vibrant communities, and safe streets. Based in Burlington Vermont, we work at the local and state levels to support better roads and trails for biking and walking, teach bike skills training programs for children and adults, collaborate with government to improve on-road safety, and inspire and support local advocates across Vermont to become leaders for better biking and walking in their communities. We also rent bikes from our Trailside Center and operate the Island Line Bike Ferry connecting the Burlington area to the Champlain Islands.

We have a very active, but relaxed office, full of staff and volunteers who love what we do. We are a matrixed organization and value all staff members' opinions and ideas, meaning there is ample opportunity to work across teams and programs on a variety of initiatives, and to grow in the position. Join Local Motion and help us make biking and walking a way of life across Vermont!

Local Motion is an equal opportunity employer.