

FB4K MN Guide Job Description

Organization Overview:

Free Bikes 4 Kidz MN is a non-profit organization geared toward helping all kids ride into a happier, healthier childhood by providing bikes to those most in need. The public donates gently used bikes, we organize thousands of volunteers to clean and refurbish them and then we give them away to deserving children. In Minnesota, FB4K collects, restores and distributes over 7,000 bikes annually via community organizations through the generous help of over 3,000 volunteers.

Job Purpose:

The Guide is a hands-on tech with a focus on volunteers. The Guide is responsible for training and support for the volunteers working as Preppers and Cleaners in the warehouse.

Work Hours/Structure:

Seasonal position, now through the end of 2021. Hours range from 15 - 30 hour per week depending on applicant's availability and coordination with other prepper team members.

Organizational/Reporting Structure:

Reports to Executive Director, works closely with Warehouse Manager, FB4K MN Hosts, Bike Recipient Coordinator and Volunteer Coordinator.

Job Tasks/Responsibilities/Accountabilities:

- Assist FB4K Hosts with volunteers when the volunteers
- Manage, instruct and guide volunteer
- Train and orient volunteers; ensure volunteer mechanics and preppers complete checklist
- Assist volunteer mechanics with locating parts and demonstrate as needed
- Share knowledge/teach volunteers
- Identify issues/problems with volunteer mechanic's capabilities and tactfully redirect volunteers to appropriate tasks
- Maintain direction and focus for group in order to identify thoroughness of repairs made
- Organize and manage bike parts inventory and supplies; request as needed, help volunteers make prudent replacement parts decision
- Organize warehouse bike inventory
- Daily opening/closing and prep of the warehouse work spaces for volunteers
- Maintain rubber and recycling in the prepper and mechanic areas

*Other duties as assigned

Job Qualifications:

- Knowledge/Skills- Must have understanding of all types of bikes, from single speed to multi-speed and varying types of derailleurs.
- Abilities- Work effectively under pressure, willing to mentor and teach, patient with people just learning skills, respond positively to change, attention to detail, attendance, etc.
- Behavioral Attributes- Examples: Willingness to take initiative and work effectively without close supervision, maintain accuracy and quantity of work under pressure of deadlines and changing priorities, adaptable and flexible with change, etc.
- Previous bike mechanic experience and bike knowledge is a plus.
- Ability to be autonomous, prioritize workday, multitask and be detail-oriented.
- Ability to learn in a fast-paced environment.
- Must be able to work both independently or in a team environment.
- Ability to understand and follow written and verbal instructions and take direction well.
- Acceptable appearance and demeanor.
- Ability to create an excellent customer and team experience.
- Good time management skills.
- A sense of urgency and ability to hustle.
- Any combination of education, training, or experience that provides the required knowledge, skills, and abilities.

* This is not an exhaustive or comprehensive list of all possible job responsibilities, tasks and duties.

Submit resume and cover letter to Tia Martinson - tia@fb4k.org with the subject line: Guide.