



Portland Gear Hub Programs and Education Manager

Position Title: Portland Gear Hub Programs & Education Manager

Reports To: Portland Gear Hub Shop Director

Location: On-site in Portland, Maine

Job Type: Full Time, 40 hours per week, Tuesdays-Saturdays

Primary Responsibility:

The Programs & Education Manager oversees all educational and community programming offered at the Portland Gear Hub. This includes our core earn-a-bike programs: Bikes for All Mainers and Kids Bike Parties, as well as Open Bench Time, Gender Equality Outdoors, and coordinating our Be Your Own Bike Mechanic classes. Responsibilities related to these programs include administrative tasks, program development and delivery, staff management, and bike repairs. This position works with the rest of the Gear Hub and Ketcha staff to ensure high quality and reliable programming is delivered with and to our community.

Organizational Overview:

Ketcha Outdoors is a year-round non-profit outdoor education organization delivering innovative programs in southern Maine with a mission to provide equitable access to outdoor experiences and gear, promoting well-being, sustainability, and resilient communities. Our location in Scarborough, Maine has 107 acres of forest, fields, and farm tucked between the seashore and the salt marshes and has operated there since 1964. Ketcha Outdoors has an ACA accredited summer day camp, a nature-based Farm and Forest Preschool, and after school and vacation camps.

The Portland Gear Hub is powered by Ketcha Outdoors, operating a full-service bike and outdoor gear shop and education center in Portland. The Portland Gear Hub refurbishes donated bikes and outdoor equipment to increase equitable access to affordable, reliable gear and lower the barrier of entry for those interested in outdoor recreation and/or sustainable transportation. At 155 Washington Ave we offer retail, repair services, and donation processing. Our Bike School location is a dedicated program space providing bike maintenance education and free earn-a-bike programming for youth adults.

Essential Responsibilities

- Design, deliver and evaluate all educational and community programming offered at the Portland Gear Hub
- Develop and adapt curriculum for each program to best serve the intended community groups.
- Plan and manage the programs and educational budget with the PGH Director and Development Director
- Work with the PGH Director and Development Director to attract funding for programs and ensure compliance with any reporting requirements
- Collect relevant and meaningful data throughout program season for use in grants and fundraising efforts

- Supervise the Volunteer Coordinator and coordinate program deliverables. Support Volunteer Coordinator's duties and responsibilities including assisting in overseeing the volunteer team to coordinate program bike builds to meet annual goals
- Manage the recruitment, scheduling, and development of part-time programs staff
- Maintain clear communication between staff as it relates to the Programs Calendar, as well as the bikes, inventory and other resources needed to deliver programs
- Outreach to partner organizations for feedback on program offerings and to engage with participant recruitment
- Ongoing outreach and engagement to program participants to increase retention and to identify potential pathways for leadership within the organization
- Coordinate interpretation strategies as needed
- Contribute to customer service, repairs, and refurbishing bicycles at our retail space as needed
- Work with the entire Gear Hub staff to create a welcoming and inclusive environment for customers and participants

Desired Qualifications

- 2-4 years' experience leading inclusive programming
- Experience using and repairing bicycles, or willingness to learn how to do so
- Experience working with diverse populations, including background, multilingual, and age range
- Ability to create and teach curriculum for a wide range of participants with a focus on age appropriate and multilingual materials and culturally sensitive approaches
- Well-versed in safe cycling practices on trails and streets and an ability to lead groups on bike
- Willingness and demonstrated experience working collaboratively with coworkers, youth, volunteers, and community organizations
- Excellent writing and communication skills
- Familiarity with Microsoft 365 and Lightspeed, our point-of-sale software

Team Responsibilities

As with all members of our team, this position is expected to assist in customer service, donation processing, maintaining Garage and Bike School cleanliness and organization, and to participate in general shop and program operations. The Gear Hub is a collaborative work environment, working closely with other staff, volunteers and serving a diverse population of customers and program participants. This position will be based both out of our retail and service location at 155 Washington Ave and at the Gear Hub Bike School at 85 Anderson St. Occasional shifts may include seasonal travel to our XC Ski and Snowshoe Rental Hut in Oxford, ME.

Compensation: Annual salary of \$45,000-\$48,000 depending on experience, combined with a comprehensive benefits package:

- 80% employer-paid health insurance plan
- 100% employer-paid dental and vision plan
- 20 paid vacation days and 10 paid holidays
 - Earned time will increase to 25 paid days off after 5 years employment and 30 days paid days off after 10 years employment.
- Simple IRA plan with a 3% match when criteria are met
- Staff discounts at the Gear Hub and Ketcha programming

Ketcha Outdoors is an equal opportunity employer. Due to the vulnerable nature of the people we serve we require a significant background check process. The position will remain open until filled, but

preference will be given to applications received by July 2nd, 2024. Please send your cover letter and resume with the subject line "Programs and Education Manager" to jobs@ketchaoutdoors.org