



Portland Gear Hub Volunteer Coordinator

Position Title: Volunteer and Programs Coordinator, Portland Gear Hub

Reports To: Programs and Education Manager

Location: On-site in Portland, Maine

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

About the Position

The Portland Gear Hub is hiring a full-time (40 hours/ week) Volunteer Coordinator to join our dynamic team. The Volunteer Coordinator will focus on strengthening our existing volunteer network and outreaching to new volunteers and groups.

As with all members of our team, this position will also be expected to assist in customer service, donation processing, and bicycle repair. PGH employees work collaboratively together and with volunteers, and serve a diverse population of customers and program participants. This position will be based out of our retail and service location at 155 Washington Ave in Portland with regular shifts at our program space, the Gear Hub Bike School at 85 Anderson St.

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

- Work with the Programs & Education Manager to help design, deliver and evaluate educational and community programming offered by the Portland Gear Hub
- Managing the Volunteer calendar
- Manage communications among volunteers, partner organizations, and companies
- Setting volunteers up with projects suitable for their skill level
- Outreach to broaden and diversify our volunteer base, maintain engagement with past volunteers
- Develop training for volunteers to strengthen their skillsets and create pathways for volunteers to take on leadership roles
- Streamline and organize volunteer data across different platforms
- Gather feedback from volunteers and work with Volunteer Leaders to make improvements
- Ability to work Saturdays is a must

Desired Qualifications:

- Enjoys working with diverse groups of people and sharing knowledge
- Experience leading groups and facilitating learning

- Appreciation for recycling, reducing waste, and refurbishing equipment
- A passion for the outdoors and increasing access for all
- Demonstrated ability to actively create a welcoming environment for all people
- Willingness to learn bike repair
- Ability to keep workspaces clean, organized, and fun
- Familiarity with Google Drive and ability to learn MailChimp, Lightspeed, Calendly
- Experience working in a fast-paced work environment

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: Hourly wage of \$19-\$20/hr, 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 15th, 2024. Please send your cover letter and resume with the subject line "Volunteer Coordinator" to jobs@ketchaoutdoors.org