



## **Blackstone Bicycle Works Program Manager - Position Description**

(Revised 1/17/18)

### **Program Mission**

Blackstone Bicycle Works is a youth education program of the Experimental Station, a 501(c)(3) non-profit. Blackstone Bicycle Works is a full-service non-profit bike shop dedicated to promoting ecological practices and empowering youths from Chicago's South Side, teaching mechanical skills, job skills, and business literacy to youths ages 8-18.

### **BBW Program Manager Position Objective**

A successful Program Manager will effectively manage the youth program and business operations of the bicycle shop and will be responsible for leading short- and long-term program goals. In addition to carrying out managerial responsibilities, the Program Manager will guide and motivate staff and youth to meet program goals, provide mentoring to youth participants and assist staff, as needed.

### **BBW Staffing Support**

The Program Manager is directed and supported by Experimental Station's Executive Director and Assistant Director. The Program Manager is also supported by a full-time Youth Services Coordinator/Head Instructor, a full-time Customer Services Coordinator/Head Mechanic, 3-6 part-time staff, and program volunteers. In addition, Blackstone Bicycle Works is supported by Experimental Station administrative and communications staff.

The ideal candidate has significant management, business, and youth development experience. Involvement in the bicycling community or industry is also preferred.

*Applicants are encouraged to visit the bike shop in the coming weeks.*

### **The Blackstone Bicycle Works Program Manager's duties include:**

- Program Staffing: develop individual staff and cultivate a strong staff team, oversee and approve staff schedules, manage and develop program volunteers.
- Business Operations: monitor the program budget, ensure quality control, set and achieve sales and services goals, track and oversee inventory, ensure program funds and resources are properly used.
- Youth Participation: Oversee recruitment, intake, retention, and parental communication; ensure youth engagement with the program and business operations.
- Curriculum: Facilitate development and implementation of a bicycle-based curriculum with Youth Services and Customer Services Coordinators.
- Data Management: Oversee and manage program data and documentation such as participation rosters, youth work logs, skill sheets, and apron awards.

- Project Management: Provide oversight and administrative support for internships and externships, college advising, career exploration, the cyclocross team, and other initiatives.
- Growth Strategy: Support broader program growth by developing partnerships and fundraising in collaboration with the Executive Director and Assistant Director.
- Facilities Management: Manage use of program spaces, equipment, and supplies.
- Program Safety: Maintain a safe and positive learning environment for youth participants, staff, and other members of the Experimental Station community.
- Program Representative: Be a strong and professional representative of Blackstone Bicycle Works and Experimental Station and a positive role model for Blackstone youth participants.

**Criteria and qualifications of preferred candidates:**

- Skills and Abilities:
  - Community Engagement: Able to communicate and relate with a diversity of youth, adults, staff, and other groups. Has demonstrated a passion for serving under-resourced communities.
  - Work Styles: Able to work independently and as part of a team; take initiative and solve problems; remain calm under pressure. Has outstanding customer service, listening, and de-escalation skills.
  - Administrative Strength: Able to organize and execute plans; effectively use email, google apps, and social media. Has strong verbal and written communication skills. Point of Sale system experience preferred.
- Must be physically and mentally able to perform essential functions, such as to effectively engage in activities with youth, as well as manage and maintain the program's supplies, equipment, and facilities.

This is a full-time position with a salary of \$43-46k commensurate with experience. Health benefits and paid time-off are also included.

Final candidates are subject to a background check.

**Email your cover letter, resume, and two references to [jobs@experimentalstation.org](mailto:jobs@experimentalstation.org) with your name and "BBW Program Manager Position" in the subject. This position will remain open until filled.**

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