

BSBC Community Manager

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The Short Version

The Community Manager is the doorway for our volunteers and members to plug in and thrive within and around BSBC. You'll host new member mixers and volunteer meetings, develop pathways for people to get involved, and be a friend to all involved in the co-op space.

What Makes This Moment (and Hiring Process) Special

You're about to dive into a people-powered process at a people-powered organization.

Since our founding in 2015, the Bradley Street Bicycle Co-op (BSBC) has been the heart of D.I.Y. bike culture and community in New Haven. On any day, you'll see dozens of volunteers rolling up their sleeves to learn bike repair skills to help get bikes in shape for donating or selling back to the public (and then hanging out and eating cookies after). You'll meet community leaders using the space to host climate action meetings or get involved in bike advocacy. You'll see big group rides gathering to enjoy biking around New Haven and beyond. It's a pretty great place.

And now we're in the midst of our first hiring process as our founder transitions out of his Executive Director role (😊) by Fall 2022. This has sparked an exciting moment in our history: dozens of volunteers have stepped up as visionary, strategic partners to shape the future of BSBC. This hiring process is the result of their work.

Here are a few things you should note:

- + **This is not a description for just one job, but the types of work our community needs done to thrive.** If you find yourself interested in more than one role—maybe you love working on bikes *and* leading volunteer communities—you should say so! [Check out the other descriptions here.](#) We are open to a variety of ideal candidates. In your response, make clear the types of work you'd want to do in this position.
- + **All paid staff will work collaboratively with volunteers.** You'll be seen as a steward of the dreams of our greater community, not a lone actor in a traditional hierarchy. You'll be a facilitator, not a "boss."

Time & Pay

- + This role is likely to have seasonally-variable hours: as few as 2-5 hours a week in the winter and as much as 10-12 hours a week in peak summer months
- + \$20/hr
- + You'll need to be able to be physically present in the space regularly

Your day-to-day would include

- + **Creating a great experience for members.** From developing member levels and perks, with volunteer input, to helping bring those perks to life, you'll guide the member experience from start to finish (and membership renewal 😊).
- + **...and volunteers, too!** You'll also guide the major touchpoints with our volunteers, from hosting Volunteer Advisory Board meetings (a monthly meeting where volunteers deliberate and vote on proposals developed by the board and working groups), coordinating volunteer engagement in Working Groups, and sharing updates amongst volunteers to ensure people are informed about what is happening at the BSBC and how they can get involved.
- + **Making the space work for everyone.** You'll be coordinating affinity spaces, helping address power dynamics/discrimination/exclusion in the space, and managing initiatives to make the co-op easier to access & more welcoming to folks.
- + **Hosting/organizing gatherings with the support of our community.** You'll help host events for members and volunteers, including our monthly Volunteer Advisory Board gatherings and our monthly mixer for new members (a new program). You won't be alone for these—the format for these gatherings should feel more like a potluck than a presentation—you'll collaborate with other volunteers and staff to share updates and lead activities. You may not need to be present at all events.
- + **Managing our community database.** You'll keep your finger on the pulse of recurring member donations and volunteer time spent at the co-op. You'll use this data to inform your communications (i.e. welcoming new members, congratulating folks who have reached their 100 hours volunteering...) and share reporting snapshots to other staff and volunteers (i.e., showing how many folks have volunteered in a month or average donation amount for new members).
- + **Leading communications with our members and volunteers.** In collaboration with staff and volunteers, you'll send emails out to our members and volunteers, communicate one-on-one with them, make sure the website and social media reflects opportunities to get involved, and craft relevant signage or printed materials in the physical co-op space.
- + **Supporting fundraising activities.** You'll work with the Board to fundraise within and beyond the BSBC community.
- + **Assisting with minor bike repairs and shop operations if needed.** You might be tagged in to fix the odd flat tire, help with bike donation intake, or support sales.

About You

- + **"People-person" is an understatement for you.** This one might be obvious, but loving people is a big one for this role! You love making new friends and are great at connecting people.
- + **You lead with heart-forward, inclusive, anti-racist values at your core.** You'll be holding a lot of space at our regular gatherings and will sometimes be the first person new volunteers and members meet on their journey. Whether you're

managing conflict or designing a welcoming experience, it's important that you center these values in your facilitation and guidance.

- + **Facilitation Experience.** You know how to facilitate community working together, especially with Consensus Based Decision-making.
- + **You're handy with data.** You'll be digging deep into our data universe where we track recurring member donations and volunteer time. You're comfortable navigating small datasets (or down to learn), able to keep our systems in sync, and excited to share trends and learnings with other members and our Volunteer Advisory Board.
- + **You're pretty comfortable with digital tools like Mailchimp and Instagram (or are willing to learn).** While we're not super active on social media or email, we want to be. These are vital doorways into our work for people who aren't physically present in the space.
- + **Clear communication comes easy to you.** You'll be writing about our work a lot: from new member introductions to existing volunteers, to writing and sharing big updates for everyone. It's important that your communications are inviting, clear, and welcoming to everyone so folks feel like they can jump in! [Check out past emails here.](#)
- + **You're able to self-manage your time and to-do list, and are super organized and detail-oriented.** While we have an active Volunteer Advisory Board, Working Groups, and Board, there's no one "boss" who will keep you on track.
- + **Collaboration is essential to your process.** You love asking for more input, feedback, and believe the best work is done by co-creating with our community of volunteers, members, and people who use the shop.

EEO

We are committed to building a creative and dynamic work environment that celebrates individual differences and diversity and treats everyone with fairness and respect. We do not discriminate in practices or employment opportunities on the basis of an individual's race, color, national or ethnic origin, religion, age, sex, gender, sexual orientation, gender identity, marital status, veteran status, disability, or any other category protected by federal, state, or local regulations. We strongly encourage candidates of color to apply.

More about the Bradley Street Bicycle Co-Op

At its core, the Bradley Street Bicycle Co-op is a community bike shop working towards an equitable New Haven by getting people on bikes.

In practice, this looks like many beautiful things. From the outside, we are an old brick building with a small sign above our door, a glowing 'BSBC' sign illuminating the window at night. But inside we are warmed under lights, friends, knowledge, dirty hands, and the

betterment of our city. We make decisions based on principles and beliefs, not based on what makes us more money. We take care of each other, and love meeting new friends. We show up, to the shop, to events, to things that mean something to one another. We all run this shop together.

We are a community of workers, learning with our hands, laughing with friends, and building a better world together. We'd love for you to join our community!

[Read more about BSBC here.](#)