



**Administrative Coordinator**  
Reports to Operations Manager

**Background**

Washington Bikes (formerly the Bicycle Alliance of Washington) is the statewide nonprofit 501(c)(3) organization working to grow bicycling through advocacy, education, and outreach. WA Bikes has been working for 27 years to **make bicycling accessible, convenient, safe, and fun.**

We grow bicycling through education for school and family biking, information for local advocates and riders, promotion of bike travel/tourism, and effective public policy work to pass laws, support their implementation, and improve conditions on the ground.

As a result of our efforts and those of our partners and community/state leaders, Washington has been recognized by the League of American Bicyclists as **the #1 Bicycle-Friendly State in the nation 7 years in a row** as of 2014.

**More about us:** WAbikes.org, @WAbikes, facebook.com/bikeWA

**About you and this position**

You are organized and detail-oriented, a good communicator, comfortable working in an open environment and shifting between tasks quickly, and will present a welcoming atmosphere for people coming into our store/offices.

While you don't need to be an expert on bike gear or a speedy high-mileage rider, you should be passionate about creating the conditions that enable people of all ages and abilities to ride bicycles. You will relate effectively to people of diverse backgrounds and biking experience seeking advice about bike travel, commuting, family biking, places to ride, and other information related to bicycling.

You will work with our growing team in Pioneer Square's Nord Building, an open office environment with a small bike information center and retail space selling bike-themed gift items, and will be in touch with our Spokane office, established this year, and members/partners around the state.

We place high value on this position as the face of the organization for everyone who comes in the door.

**Administrative Coordinator purpose**

**Primary:** Coordinate map and bike-locker programs, handle operations of retail space, maintain member records.

**Secondary:** Assist with day to day administrative tasks, scheduling, events, online content.

## What success looks like

- Records are up-to-date and accurate.
- Store is clean, inviting, well-organized, and producing revenue.
- Map and locker programs are running smoothly.
- Other staff members report increased effectiveness in their work because solid administrative support allows them to apply their expertise for maximum return to the organization.

## Duties and Responsibilities

### MEMBERSHIP SUPPORT

- Process new memberships and renewals and keep member records updated
- Help prepare and send regular membership mailings
- Respond to member requests for information; handle or direct to other staff

### PROGRAM COORDINATION

- **Seattle Bicycle Guidemap:** Under direction of Operations Manager, work with Seattle Department of Transportation to fulfill WA Bikes's contract to distribute copies of the Seattle Bicycle Guidemap
  - Mail out maps for all individual requests coming in through the City's form
  - Maintain and monitor the inventory of maps on hand
  - Provide customer service to shops and organizations requesting bulk quantities
  - Prepare map distribution reports and demand projections for SDOT
- **Lockers:** Under direction of Operations Manager, work with KC Metro to fulfill WA Bikes's contract to manage the bicycle locker program throughout King County
  - Enter, update, and file renter records
  - Manage key inventory
  - Respond to inquiries and provide customer service to renters
  - Visit lockers to perform twice-yearly inspections and cleaning
- **Maps:**
  - Maintain and monitor inventory of all maps on hand
  - Update online map links, identify and order new maps as developed
  - Maintain clear distinction between free maps and maps for sale (including Adventure Cycling Association maps)

### RETAIL

- Provide a friendly, professional, helpful customer service presence to storefront visitors
- Sell merchandise: in-person, through the online store, by phone/email
- Track storefront inventory, recommend reorders, reconcile shipping
- Track cost of goods sold, pricing, member discounts, and sales tax applied to each transaction
- Fulfill orders by mail

### DATA ENTRY

- Prepare received revenue (donations, memberships, grants, purchases, contract work receivables, etc. – via check, cash, credit card, PayPal, Square, and EFT) for deposit, and enter into database

- Capture data from a variety of sources (sign-in sheets, online forms, business cards, online research, phone, other) and update database
- Maintain and coordinate Executive Director's contact list and related database updates.

#### ADMINISTRATIVE SUPPORT

- Welcome visitors by greeting them, in person or on the telephone
- Answer or direct inquiries
- Assist Executive Director and Policy Director by scheduling meetings, teleconferences, and travel and making travel arrangements
- Update and utilize filing and retrieval systems (paper/electronic).
- Maintain office supplies inventory by checking stock to determine inventory level; anticipate needed supplies; place and expedite orders for supplies; verify receipt of supplies.
- Help prepare for, staff, and recover from fundraising special events, e.g., Pioneer Square First Thursday events, annual auction, conferences

#### SOCIAL MEDIA/WEBSITE

- Prepare social media posts per communications plan to publicize events, blog posts, retail, and web content
- Compile FAQs based on inquiries received via phone, email, and in-person contacts; work with staff and volunteers to provide timely answers and build online knowledge base
- Maintain/update web pages as assigned, including retail information/online store

### **Qualifications**

We are seeking a highly organized, detail-oriented office maven with solid experience, education/training, and/or readiness to learn in the following areas:

#### **Required**

- Customer service experience
- Experience with standard office software including MS Office and Outlook
- Experience with Filemaker, Microsoft Access, or another database program
- Retailing
- Inventory tracking
- Mass mailing preparation
- Executive assistant functions
- Eagerness to learn new skills
- Ability to shift quickly between tasks as needed
- Passion for bicycles

#### **Preferred**

- 2+ years administrative experience
- 1+ years nonprofit or public sector experience
- Bookkeeping/accounting training or experience

- Willingness and ability to perform several days of outdoor maintenance work twice per year for locker program
- Proficiency in a second language
- Social media (use of personal accounts qualifies)
- Blog or website maintenance experience (site currently in WordPress)
- Event coordination

### **Schedule and pay**

- **Hourly rate:** \$14/hour to start, with raise to \$15/hour after successful completion of a 3-month probationary period
- **Schedule:** 16-19 hours per week, with exact schedule to be determined in consultation and based on specific tasks and seasonal requirements. The office is closed on federal holidays.
- **Benefits:**
  - This position does not receive paid retirement or insurance benefits. Retirement and insurance benefits for < .50 FTE positions will be re-evaluated in the future as budget permits.
  - Employee may purchase medical/dental/vision coverage through our group insurance, with cost deducted from paycheck.
  - WA Bikes will fund cost of professional development courses, conferences, and/or memberships deemed essential for the position.

### **Other information**

- Occasional evening or weekend work may be required.
- Some lifting required for retail operations and inventory.
- As the organization grows and budget permits we will seek to recognize and reward abilities and potential beyond those required for this position as currently defined.

### **How to apply**

Send a cover letter highlighting both your skills and your interest in our mission along with a resume and names/contact information for three references to [office@WAbikes.org](mailto:office@WAbikes.org) with the subject line "Admin Coordinator application".

Review of applications will begin Wednesday, August 6, 2014. Position is open until filled. We anticipate having someone in the position shortly after Labor Day.

### **Equal employment opportunity**

WA Bikes' policy and intent is to provide equal employment opportunity for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, age, veteran status, or any other protected classification.

Candidates who help our staff more fully represent the diversity of people who bicycle are particularly encouraged to apply.