**REDWOOD COMMUNITY ACTION AGENCY**

**Bike Kitchen Specialist I**

**NATURAL RESOURCE SERVICES DIVISION**

**POSITION PURPOSE**

Under the general direction of the Division Director, or their designee, a Specialist I **may** assist in developing and implementing programs or activities of their associated department; provides assistance to staff; and performs related work as assigned. This class has no supervisorial responsibility. A Specialist I is responsible for supporting program goals and objectives and to participate in the day to day operations and activities of their designated program or functional area within a department. A Specialist I works with their assigned supervisor to follow consistent and efficient implementation of agency operational policies and long-term operational excellence. This position class is distinguished by general and clearly-defined duties related to program and project management, with expertise developed and expanded under supervision and oversight. This position exercises discretion and independent judgment in the coordination and prioritization of duties and assigned responsibilities.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Professionally represent the organization to customers, clients and/or project partners while conducting outreach and implementation activities.
* Conduct program orientation for clients, landlords/landowners, and /or the general public.
* Follow-up on securing required program/project documentation, landlord agreements, ownership verification, and other paperwork as needed.
* Provide follow-up on all files to ensure completion and quality control checks.
* Identify and engage with customers, clients and/or partners to promote various RCAA services implement measures at selected locations, and maintain superior communications.
* Assist in developing, implementing, and evaluating the various programs’ services.
* Maintain project/program data including demographics; prepare reports, track progress, and document findings.
* Conduct research and analysis on selected or assigned topics.
* Assist with coordinating outreach, public events, workshops, and meetings.
* Attend training and seminars as required for job performance and to improve skills.
* Offer written suggestions for improving project/program services.
* Other duties as assigned.

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* Business software applications, including MS Office, Adobe, web browsers, and Outlook Email.
* Administrative office practices and procedures, operation of common office equipment including proficient use of a computer and business communications; both written and verbal.
* Technologies and practices of your departments programs, projects or business needs.

Ability To:

* Communicate clearly and efficiently, written and orally; and be competent in English grammar, punctuation and spelling.
* Demonstrate patience, tact, teamwork and commitment to superior service and performance.
* Exercise independence in identifying, evaluating, and prioritizing tasks to meet organizational goals and to assure program compliance.
* Demonstrate good organizational skillsand manage multiple tasks in an efficient manner within stringent time constraints.
* Develop systems and organize time effectively to achieve goals.
* Monitor, evaluate and assure compliance with program goals, policies and procedures.
* Develop and maintain cooperative and effective relationships with co-workers, RCAA Agency staff, personnel of other agencies, funding source representatives, the local service population and with individuals contacted in the course of work
* Show strong interpersonal skills and the ability to relate to individuals who may not share basic beliefs, including value systems and behavioral norms.
* Work with culturally diverse communities and families, with the ability to be culturally sensitive and appropriate
* Conduct self in professional, courteous and cooperative manner at all times; and maintain a professional standard based on RCAA’s Personnel Policies and Procedures Handbook and Employee Code of Conduct
* Establish and maintain personal and programmatic boundaries while providing support services.
* Ensure and protect Agency, employee, program and client confidentiality and safety; and follow all protocols and procedures defined by this Agency and/or State and Federal laws to achieve this protection.

**MINIMUM QUALIFICATIONS**

* One year of equivalent experience working in a position with similar responsibilities.
* Experience working with low income and diverse populations

**Preferred Qualifications:**

* Knowledge of RCAA programs
* Prior experience working with public agencies or non-profits

**OTHER REQUIREMENTS**

* Must be a U.S. citizen or lawful permanent resident, and have the ability to provide proof of identity and employment eligibility in accordance with Federal law
* Must have means and capacity to perform job related duties with personal vehicle, as will be required.
* Possession of valid California’s Driver’s License, current auto insurance and acceptable DMV record.
* Submit to fingerprinting for criminal record clearance and background checks with acceptable results
* Proof of required education (i.e. AA, BA, MSW, etc.)
* Must have a form of effective means of communication; a home phone and/or cell phone and the ability to accept voicemail.

**ESSENTIAL PHYSICAL ABILITIES**

Employee must be able to provide the following with or without reasonable accommodation:

* Sufficient clarity of speech and hearing or other communication capabilities to enable the employee to communicate effectively
* Sufficient vision or other powers of observation to enable the employee to review a wide variety of materials in electronic or hard copy form
* Sufficient manual dexterity to enable the employee to operate a personal computer, telephone, and other related equipment
* Sufficient personal mobility and physical reflexes to enable the employee to safely lift, move or maneuver whatever may be necessary to successfully perform the duties of their position
* Sufficient personal mobility and physical reflexes to enable the employee to efficiently function in their assigned work environment, to move safely between different staff work areas; including where applicable, the operation of motorized vehicles and equipment

**NOTE FOR ALL EMPLOYEES**

* This job description should not be construed to imply that these requirements are the exclusive standards for the position. Incumbents may be required to follow instructions and perform other duties as required by their supervisor.
* RCAA is an **“Essential Business”** that continues to operate during unexpected events, such as: earthquake, natural disaster or a public health emergency. Thus, employees of RCAA are expected to continue to perform their jobs while observing safety precautions.

***AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER***

**SPECIFIC QUALIFICATIONS & EXPECTATIONS FOR THE BIKE KITCHEN SPECIALIST I** - working under the direction of the NRS Division Director or their designee. The Bike Kitchen Specialist is responsible for the smooth operation of the Eureka Bike Kitchen, located at the Jefferson Community Center, and its’ many components. The Bike Kitchen Specialist is self-directed and motivated to implement the necessary tasks to keep the Bike Kitchen running smoothly.

**ESSENTIAL JOB FUNCTIONS**

Specific Tasks:

* Be responsible for day to day operations of the Eureka Bike Kitchen
* Work at the Bike Kitchen during at least one open hours session and be on call for questions from mechanics and concierges during open hours
* Facilitate periodic steering committee meetings to discuss Bike Kitchen operations and ideas
* Help refine operations and policies within the Bike Kitchen
* Schedule mechanics and concierges for open hours and provide training on Bike Kitchen operations and interactions with the public
* Help convey discussions between shift groups of Lead Mechanics and Concierges
* Process monthly payment request to WCIA (Jefferson Community Center) for the Bike Kitchen rent
* Deposit cash and checks at the RCAA front office on a weekly or bi-weekly basis
* Write grant reports as needed and write grant proposals as opportunities arise
* Purchase needed supplies through wholesale accounts and process purchase orders
* Purchase some supplies locally (mostly from hardware store) as needs arise
* Print extra bike evaluation sheets, waiver sheets, and other paperwork needed for Bike Kitchen processes
* Process monthly payment requests for the Lead Mechanic and Concierge stipends as needed
* Conduct effective communications with or for the following:
  + Return phone calls regarding the Bike Kitchen
  + Handle the steering committee communications via email, Slack and phone
  + Follow up with all Bike Kitchen Social Media, Craigslist inquires, website inquires, and email at [eurekacommunitybikekitchen@gmail.com](mailto:eurekacommunitybikekitchen@gmail.com)
* Periodically update brochure in English and Spanish
* Update ‘Open Hours’ signage at the Bike Kitchen as necessary
* Conduct outreach for any special Bike Kitchen events and collaborate with other Community Partners
* Other duties as assigned or necessary

**JOB REQUIREMENTS**

Knowledge of and Experience With:

* The importance and development of good working relationships with the public, businesses and various organizations
* The facilitation of meetings
* The operation and maintenance of bicycles

Ability To:

* Fill in at the Bike Kitchen as concierge or mechanic when there is a vacancy
* Periodically work at the Bike Kitchen to stay connected to everyday operations, staff and customers
* Lift objects of up to 30 pounds

**EXECUTIVE DIRECTOR DATE**

**DIRECTOR OF HUMAN RESOURCES DATE**

I have read, understand, and agree to perform the job functions as outlined above:

Print Name Signature Date