



Job Title: Bicycle Friendly America Program Coordinator

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Who We Are Looking For

The League of American Bicyclists is looking for a highly organized and detail-oriented individual to support the League's flagship [Bicycle Friendly America \(BFA\) program](#). The BFA Program Coordinator will join a small but committed team working to support the hundreds of communities, organizations, and campuses across the United States in their local efforts to improve lives through better bicycling.

The individual in this role will use a wide range of software platforms to support the behind-the-scenes, day-to-day processes within the BFA program, including online BFA applications, public surveys, renewal reminder emails, evaluation and review processes, and feedback report generation and distribution. The Program Coordinator will help to provide front-line customer service (via email and phone) to BFA program users, including applicants and advocates who use the BFA program locally in their communities. The Program Coordinator will also work with partners and colleagues to help develop new tools and resources to support local efforts and promote best practices.

The Program Coordinator will have several responsibilities that require keen attention to detail and comfort/experience using Microsoft Excel and other similar tools to organize and track significant amounts of data to help ensure all of the BFA program's processes run smoothly and efficiently. The ideal candidate has some familiarity with the basic terms and concepts of local transportation and bicycle advocacy, or is willing and able to learn these terms and concepts quickly, and also shares a passion for creating a more Bicycle Friendly America for everyone.

Job Responsibilities

- Supporting the day-to-day operations of the Bicycle Friendly America program, including working with community, business, and university applicants, sending out timely communications such as renewal notices and submission deadline reminders, coordinating with review teams, administering local surveys, and generating and distributing BFA feedback reports.
- Use of spreadsheets and other tools for database management, including the inventory of BFA awardees, application data, and all related contacts.
- Providing customer service to BFA program applicants and others who inquire about the program, via email and answering phones.
- Helping to maintain and update the BFA program website and online application system pages.

- Assisting the BFA team in the development of new resources for applicants, local advocates, decision makers, and other BFA program users.
- Additional projects may be assigned as opportunities arise.

Minimum Qualifications

- Strong organizational skills and attention to detail.
- Experience and comfort with Microsoft Office Suite programs, particularly Microsoft Excel.
- Experience and comfort with all Google Suite programs.
- Tech savvy and able to learn new software or programs quickly.
- Ability to manage and prioritize multiple projects or tasks at a time.
- Self-starter who enjoys working collaboratively in teams and also thrives working independently.
- Ability to communicate effectively with people of all ages, abilities, cultural backgrounds, political affiliations, economic status, gender identities, and sexual orientations.
- Exposure to or experience with local bicycle, transportation equity, and/or active transportation advocacy or planning processes.
- Enthusiasm for the League's mission to create a more Bicycle Friendly America for everyone and a desire to help others do this work at the local level.

Desired Skills/Background:

- Strong writing and communication skills.
- Customer service experience.
- Experience and comfort with database management tools and systems (e.g. Salesforce, Airtable).
- Experience with online survey platforms (e.g. Openwater, SurveyMonkey, Google Forms) as well as experiences with survey data analysis and/or data visualization.
- Experience with design or publishing platforms/software (e.g. Adobe InDesign).
- Familiarity with the work of the League of American Bicyclists and specifically the Bicycle Friendly America program helpful.

Don't meet every single requirement or desired skill? At the League of American Bicyclists, we are dedicated to building a diverse, inclusive and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with every qualification in the job description, we encourage you to apply anyway.

Reporting Relationships, Compensation, and Benefits

This full-time (40 hours per week) position is based in the League's Washington, DC, office with a hybrid/flexible work-from-home policy.

We are open to a fully remote position located elsewhere in the U.S. for the right candidate. If fully remote, please note that the employee will be asked to travel at least once per year, for the annual National Bike Summit in Washington, DC in March. (Work-related travel expenses will be covered by the employer.)

The Bicycle Friendly America Program Coordinator will report to the Director of the Bicycle Friendly America Program and will work closely with other program and support staff across the organization.

The expected salary range is \$45,000-\$55,000 annually, commensurate with experience. This position is currently funded full-time for two years with a strong potential to be longer-term, dependent on future funding.

Benefits include: employer covered health/dental/vision insurance up to 80% of premiums; 100% employer-covered life insurance, short-term and long-term disability insurance; vacation, sick, and personal leave; a 403(b) retirement plan including employer match; and a fun and flexible working environment with committed colleagues.

Application Instructions

Please email a cover letter and resume to [hiring@bikeleague.org](mailto: hiring@bikeleague.org) with *BFA Program Coordinator* in the subject line.

Application Deadline: July 7, 2024

Position available immediately. Interviews may be offered before the application deadline.

About the League of American Bicyclists

We believe bicycling brings people together. When more people ride bikes:

- Life is better for everyone;
- Communities are safer, stronger, and better connected;
- Our nation is healthier, economically stronger, environmentally cleaner, and more energy independent.

To create a more Bicycle Friendly America for everyone, local organizations, volunteers and members are the foundation for our success. Our job is to create tools that fuel local success while representing bicyclists on Capitol Hill to ensure more resources and better policies that will make bicycling safer, more comfortable, and open to all.

Learn more about our work at <https://bikeleague.org>.

The League of American Bicyclists is committed to providing equal employment opportunities for all persons regardless of race, color, religion, national origin, marital status, political affiliation, sexual orientation or gender identity, disability, sex, or age. ^[E]_[SEP]