



Position Title: Director of the Portland Gear Hub

Reports To: Executive Director

Location: Portland, Maine

Job Type: Full Time, 40 hours per week

Ketcha Outdoors is seeking a bicycle visionary, and passionate leader with outstanding organizational, management, and community building skills to become the Director of the Portland Gear Hub. The Director will oversee all aspects of operations, staff and volunteers at our non-profit community bike shop including managing our retail and donation-processing center and bike school in Portland, Maine. The Director will be a senior member of the leadership team and will be responsible for advancing our mission to provide equitable access to the outdoors and gear. The Director will assist with implementing our strategic plan and will help grow the funding and capacity needed to advance our mission. The Director will be an employee of Ketcha Outdoors and will report to the Executive Director but will work on-site from the shop in Portland.

Organizational Overview:

Portland Gear Hub, powered by Ketcha Outdoors, is a full-service outdoor gear and bike shop in the East Bayside neighborhood of Portland. The Portland Gear Hub refurbishes donated bikes and outdoor equipment to increase equitable access to affordable, reliable gear and lower the barrier of entry for those interested in outdoor recreation and sustainable transportation. The Portland Gear Hub staff and volunteers also provide free and low-cost bicycle maintenance classes for youth and adults, and through programs like Bikes for All Mainers, provide hundreds of refurbished bicycles to individuals and families annually. The Portland Gear Hub also partners with Oxbow Brewery to provide XC ski and snowshoe rentals at the Oxbow Beer Garden during the winter months.

Ketcha Outdoors is a year-round non-profit outdoor education organization delivering innovative programs in southern Maine with a mission to provide equitable access to outdoor experiences and gear, promoting well-being, sustainability and resilient communities. Our extraordinary location in Scarborough, Maine has 107 acres of forest, fields, and farm tucked between the seashore and the salt marshes and has been in operation at this location since 1964. Ketcha Outdoors has an ACA accredited summer day camp, a nature-based Farm and Forest Preschool, and after school and vacation camps.

Essential Responsibilities:

- Oversee all facets of shop operations: retail sales, staffing, refurbished bike builds, bicycle repair service, donation processing, programming, and volunteer management.
- Supervise up to 8 staff at the retail and bike school locations and manage multiple

seasonal and locational calendars.

- Oversee ordering and inventory management for the retail store, Bike School, and XC Ski rental fleet.
- Work closely with the Executive Director, Development Director, Finance Department and Gear Hub Programs Manager to meet budget goals and annual fundraising goals
- Assist the Programs Manager with program development, delivery logistics, and data collection.
- Work closely with the Volunteer Coordinator to schedule groups, volunteer sessions and to develop volunteer relationships and leadership pathways.
- Managing the properties and landlord relationships at 155 Washington Ave, 85 Anderson St., and at our XC Ski Rental Hut at the Oxbow Beer Garden.
- Other duties as assigned.

Required Skills and Qualifications

- Associate's degree or equivalent work experience
- Bicycle mechanic experience (this can be a combination of volunteer, and professional experience)
- Experience guiding a retail sales and operations team
- Strong organizational abilities including planning, delegating, program development and task facilitation
- Effective communication skills (writing, speaking, and listening) with a strong desire to collaborate
- Ability to interface and engage diverse customer, volunteer and donor groups
- Demonstrated ability to effectively supervise staff and oversee volunteers of diverse backgrounds and foster an inclusive and collaborative work environment
- Prior experience working in the bike industry and a passion for getting people outdoors and active
- Able to work some weekends and other unconventional hours when necessary

Desired Qualifications

- Prior nonprofit or business management experience preferably in the bike or outdoor industry
- Ability to solicit products and donations from manufactures, vendors, clubs and the general public
- Passion for sustainability, recycling, community health and the environment
- Tech-savvy and comfortable using a variety of applications including Microsoft Office Suite, Point of Sale software, and QuickBooks
- Knowledge of fundraising strategies and donor relations unique to nonprofit sector
- A proactive approach to problem solving and strong decision-making skills
- Skilled at storytelling and creating inspiring and effective media to share the mission and mission-driven work of the organization
- Ability to foster an environment of empowerment and cooperation among coworkers, with volunteers, and with program participants

General work environment and physical demands:

- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- The noise level in the shop work environment is usually loud.
- This position requires periods of sitting, standing, walking, stooping, bending and lifting.
- Ability to reach with hands and arms and talk and hear.
- Specific vision abilities required by this job include close, distance and peripheral vision, depth perception and ability to adjust focus.
- This position requires typing, reading and writing emails, and other related computer work.
- The employee is regularly required to use hands and fingers.
- May require driving to meeting and offsite locations in personal car.
- May require lifting up to 50 pounds.

Compensation: Commensurate with experience, combined with a comprehensive benefits package including:

- 80% employer-paid health insurance plan
- 100% employer-paid dental and vision plan
- 20 paid vacation days and 11 paid holidays
- Simple IRA plan with a 3% match when criteria are met
- Staff discounts on Ketcha programming and Portland Gear Hub gear

Ketcha Outdoors dba Portland Gear Hub is an equal opportunity employer. If interested, please email your resume and cover letter to lkavanaugh@ketchaoutdoors.org. See more information and updates at www.portlandgearhub.org or at www.ketchaoutdoors.org