



We're leading the movement to build a Bicycle Friendly America for everyone

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WWW.BIKELEAGUE.ORG

Job Title: Program Assistant

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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 at the League is to create tools that fuel local success, build a strong network of change-makers, and represent bicyclists on Capitol Hill to ensure more resources and better policies that will make bicycling safer, more comfortable, and open to all.

Who We Are Looking For

A tech-savvy Program Assistant with strong attention to detail, customer service skills, and a commitment to creating a more bicycle-friendly America for everyone.

The Program Assistant will be based in the League's Washington, DC office, just blocks from the White House, and will provide day-to-day support to help operate and grow the League's core programs including [Bicycle Friendly America](#) (BFA), [Education](#), [Advocacy](#), the [National Bike Summit](#), and the [Active Transportation Leadership Institute](#). In addition to ensuring smooth program delivery, the Program Assistant will serve as the first-point-of-contact for [League members](#) and the general public looking for related resources and information about the League's work. Specific responsibilities will involve a variety of web-based tools including online communities, databases, content management systems, and surveys, as well as extensive work in Microsoft Office Suite and Adobe software.

Job Responsibilities

The Program Assistant will support League program and membership staff with a variety of tasks and responsibilities across membership and programs, including:

- Respond to phone, email, and online messaging questions from League members and the general public.
- Maintain accurate and up-to-date account and contact details for all BFA applicants and awardees, League Cycling Instructors and Smart Cycling students, general League members and subscribers in the League's customer relationship management software, Salesforce.
- Support the BFA review process by analyzing data and highlighting findings from reports on public survey and application data for a variety of audiences, including applicants, review teams, staff, advocates, and the general public.
- Correspond with BFA applicants including renewal reminders, application assistance, and distributing feedback materials.
- Provide assistance to the Smart Cycling education program and National Bike Summit
- Offer additional day-to-day program support to help operate and grow the League's programs, including behind-the-scenes work in a variety of online systems and tools.

Qualifications

- Strong attention to detail
- Written and verbal communication skills/customer service
- Experience with a variety of applications and platforms, including:
 - Microsoft Office Suite, in particular Excel
 - Content management systems and databases
 - Salesforce or similar CRM software a plus
 - Adobe InDesign or Illustrator
- Ability to learn new software and computer-based skills and tools
- Quick and reliable research, writing, and editing skills
- Ability to work independently
- Problem solving/analysis
- Enthusiasm for the League's mission to create a more Bicycle Friendly America for everyone and desire to help others do this work at the local level

Reporting Relationships, Compensation, and Benefits

This position is based in the League's Washington, DC office. The Program Assistant reports to the Program Director.

The expected salary range is \$35,000-\$42,000 annually

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 working environment with committed colleagues.

Hours: Full-Time (40 hours/week)

Location: Washington, DC (near Farragut Square)

Application Instructions

Please email a cover letter and resume to jobs@bikeleague.org with *Program Assistant* in the subject line.

Position available immediately. Applications accepted until the position is filled.

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