



Bike Kitchener Events – Bike Check Volunteer

About the Program

BikeKitchener

BikeKitchener promotes and fosters a sustainable cycling culture among Kitchener residents of all ages, backgrounds, and abilities. Whether residents are looking for information on cycling routes, safety tips, promotional events or upcoming projects, BikeKitchener provides information, resources, and support to those interested in cycling. With a goal of doubling the number of trips made by bicycle every three to five years, a significant amount of work is underway to make cycling safe and enjoyable for all Kitchener residents.

About Bike Kitchener Events

Bike Kitchener is offering convenient, safe and secure parking at seven (or more) special events this year

Overview of the Opportunity

As a bike check volunteer you will provide information for community members who chose to park their bicycle in our bike check, as well as parking bicycles on the provided bike racks

Time Commitment

Once placed as a volunteer you will receive an email on how to sign up for shifts.

Volunteer Position Location

Various locations in Kitchener

Key Responsibilities or Tasks

- Provide information about how the bicycle check parking works
- To the best of your ability answer questions about the event
- Responsible for parking and/or returning bikes as well as recording the ins/out of bikes

Skills, Experience and/or Qualifications

- Marketing, public relations, communications background and/or education an asset
- Ability to engage and interact with a variety of difference community members
- Ability to provide clear directions/information
- Able to represent the City of Kitchener in a positive, friendly, professional and respectful manner
- Good customer service
- Ability to follow through on tasks independently once given directions

Age Criteria

15+

Benefits of the Opportunity

- Strengthen cycling culture
- Networking
- Resume and skill building
- Being part of a large event
- Resume building
 - Customer Service
 - Community knowledge and awareness

- Communication in plain language

Preparation, Training and Orientation

Preparation (prior to your first volunteer shift)

- Read the both AODA (Accessibility for Ontarians with Disabilities Act) pamphlets
- Read and sign (parental signatures required if under 18) Volunteer Informed Consent and Photo Release forms
- Read volunteer opportunity description

Training and Orientation

- Training and orientation to occur prior to your first shift
- Responsibilities will include handing out material and information related to BikeKitchener and potentially parking and returning bikes to bikecheck users

Additional things you should know

- Volunteers may volunteer for as many shifts and events as they wish, however staff reserves the right to adjust volunteer shifts based on the needs of the event. If this is the case volunteers will be contacted before the shift.
- Although we try are best to have everything planned, things can change at the special event so we ask volunteers to be flexible and open to change as sometimes things happen that we could not predict.
- In this role you will be walking and standing for most of your volunteer shift
- Potential of lifting (up to 30 lbs) bikes in order to place them on the bike racks; bikes are hung on the racks from the seat
- Events are rain or shine
- At the City of Kitchener we work with a diverse community, therefore you must show respect for your fellow volunteers, community members, city staff and your surroundings
- You are not expected to handle any difficult situation or questions that are beyond what has been describe in this role description. If a situation arises and you need assistance please ask for help from your supervisor
- We expect all of our staff and volunteers to be professional and respectful of personal information. All information acquired during your volunteer shift directly or indirectly, must be considered confidential. If you have concerns, please speak with your staff contact.
- We are committed to diversity and inclusion. Accommodations are available to support volunteers in accordance with the Human Rights Code

Screening

- ✓ Application Form
- ✓ Interview (one-on-one, group or phone)
- * The style of interview will be determined based on the number of volunteers being screened

For Office Use Only
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