

### **Internal Operations Coordinator (IOC)**

*This position is responsible for long-term planning, strategy, and oversight of the Hub's internal operations and policies. This includes the development, design, and improvement of organization-level and interdepartmental processes and policies of the Hub. This role works in tandem with the Business Development Coordinator (BDC). It may also include situational duties in addressing unique opportunities and issues.*

*This is a full-time, year-round position - approximately 16-20 hours a week for administrative tasks (this amount fluctuates depending on the time of year and needs of the position), with the remainder of the hours worked in either the Front End or Service Departments. This position qualifies as level 4 of the wage scale. Compensation determined by previous experience.*

#### **Individual Responsibilities:**

- Maintain & improve policies and processes between departments, coordinators, and committees
  - Refine the authority of departments and Ownership
  - Improve effective communication within the Hub
  - Evaluate and improve decision making policies and practices
  - Provide guidance to staff for the best order of steps to pass a proposal
- Evaluate effectiveness of organizational structure
- Evaluate effectiveness of ownership structure
- Audit Hub processes & policies to establish their alignment with Hub mission, vision, and profitability goals
- Update staff hour credit accrual and update payroll bi-weekly to reflect raises
- Plan, organize and budget staff retreats, as needed
- Run bi-weekly sales and labor reports
  - Communicate results with department coordinators and advise on responding to trends
  - Track staff efficiency and peak business times to ensure effective staffing models

#### **Shared Responsibilities with Business Development Coordinator (BDC):**

- Keep Ownership updated on projects they are working on
- Investigate new options for aligning profitability goals with operations and labor budgets
- Build relationships with the co-op community by attending cooperative conferences and establishing ties with the local cooperative community

#### **Collaborate with the Financial Coordinators and the BDC:**

- Develop the Hub's annual labor budget and long-term budgets
  - Collect and use feedback from department coordinators
  - Bring to Worker Owners for approval before the end of the year
  - Provide Bookkeeper and BDC context and analysis to numbers when running reports and reviewing data
  - Evaluate for inconsistencies
  - Investigate those inconsistencies
  - Work with others to develop possible solutions (ex. labor budget overage)
  - Monitor industry trends
- Monthly efficiency analysis of labor from the income statement and/or labor reports
- Maintain patronage system & work with Bookkeeper to distribute payments as well as related

communication

- Uphold safe code and key policy
- Process payroll
  - Communicate with staff and coordinators around payroll processes
  - Enter timesheets and other compensation (PTO, raises, etc) into payroll
  - Update wages, health insurance withholdings, advances, equity payments, tax withholdings, etc.
  - Update related financial reports to provide the Bookkeeper with labor and payroll information
  - Work with Personnel Coordinator to assure that all employee files include required new hire forms (W-4s, new hire wage notices, etc)

**Hold personnel co-coordinators accountable to ensure:**

- Personnel related issues are being addressed
  - In a reasonable time frame
  - according to Hub policy
- Completion of the winter projects process
- Policy is being evaluated
  - effectiveness of existing policy
  - existing policy is amended to reflect current Hub practices
- New policy is drafted to clarify Hub processes
- Hub employee handbook is organizationally relevant
  - annual revision
  - add new policies when consented upon

**Collaborate with personnel co-coordinators:**

- Ensure that the Ownership is organizing meetings & carrying out decision-making according to policy
- Troubleshoot internal communication issues
- Encourage further integration of anti-oppression trainings, culture, and practices at The Hub
  - Assist with the development of policies and programs to attract, retain and promote a diverse workforce for the organization
  - Determine the appropriateness of introducing diversity initiatives and consider the unique needs of the organization
  - Develop training schedules to educate staff on how to recognize, accommodate and appreciate individual differences and how these can be bridged back to assist in meeting mission and operational plans
  - Develop metrics for measuring the effectiveness of cooperative diversity initiatives implemented and prepare quarterly reports for the board on the value of the initiatives
  - Keep current on diversity programs and developments by maintaining contact with others in the field (e.g., professional association and educational groups, and professional development efforts)
  - Outreach with diverse communities surrounding the Hub with the goal to build mutually beneficial relationships with them

**Collaborate with all Department Coordinators, Stewards, and Worker Owners:**

- Actively provide financial feedback for creating and maintaining labor budgets
- Help troubleshoot complex finance and HR issues
- Be an institutional/historical resource
- Support communication between departments that is effective and equitable
- Organize/contract development trainings for Worker Owners

### **Desired Qualifications**

- 5+ years experience in business management or Human Resources
- Excellent interpersonal communication skills
- Leadership experience; ability to give work direction
- Experience in long-term financial planning including labor budgets, and cost-benefit analysis
- Strong organization skills and attention to detail
- Skill in decision making, problem solving, and technology
- Experience managing and facilitating partnership and collaborations
- Excellent time management skills; able to manage multiple demands, prioritize tasks and adjust work schedule accordingly
- Experience with legal contracts and insurance

### **Time Expectations**

- Minimum of 20 administrative hours per week, with additional hours when the job demands it
- Additional shifts will be scheduled with the Front End or Service Department to fulfill full-time hours
- Attend bi-monthly Worker Owner Meetings
- Attend monthly Personnel Meetings
- Attend monthly General Meetings
- Attend other department meetings as necessary

### **Compensation**

- Starting wage \$17.25/hr, depending on experience
- PTO plus the flexibility to request additional unpaid time off
- Employee discounts on bike and product purchases
- Paid parental leave available after 1250 hours worked
- Option to apply to become a Worker-Owner after 1000 hours worked, which includes paid health insurance (equivalent to an additional \$2-\$4/hr, depending on plan) and annual patronage dividends

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*The Hub Bike Co-op does not and will not discriminate for or against any employee or applicant for employment based on sex, gender expression, gender identity, race, religion, creed, color, national origin or ancestry, age, disability, marital status, sexual orientation, or status with regard to public assistance. This policy applies to all aspects of employment at The Hub Bike Co-op, including recruitment, advertising, hiring, training and development, promotions, transfers, terminations, demotions, layoffs, compensation and benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.*