Job Description for Floor Supervisor

Reports to: Manager of Operations Classification: Seasonal

Role:

The Floor Supervisor for the iCan Bike program is part of a team of two staff that travel around the US and Canada to deliver the iCan Bike program. The Floor Supervisor, along with the Bike Technician, is responsible for the coordination and delivery of a safe and successful bike program. In addition to running the program, the Floor Supervisor is the Shine field staff primarily responsible for the assigned program, communicating with the host Camp/Program Director and Shine management to prepare for and ensure delivery of a high quality program.

Major Duties and Responsibilities:

- Responsible for communications with host Camp/Program Director, coordinating all information regarding the bike program
- Provides information to parents of riders both during the Parent Meeting and throughout the program week
- Trains and manages volunteer spotters during each program day
- Determines equipment changes for riders and collaborates with Bike Tech
- Responsible for behavior management of riders, to include analysis of paperwork supplied by parents, observation of riders, creating and executing an accommodation plan for each rider, training and coaching volunteers, and direct interaction with riders and their parents
- A thorough knowledge of the program is required to deliver documented protocol, but the Floor Supervisor must be open to ongoing learning and adapting to the needs of participants
- Responsible for maintaining personal physical fitness as running with each rider is required, with a maximum of 40 riders per camp
- Excellent communication skills are required for interaction with host staff, parents, riders, volunteers, our staff, media representatives and other attendees at a camp or school program
- Responsible for the safety of riders and volunteers requiring careful observation to ensure that if the bicycles, related program equipment, riding configuration, or even the actions of a rider or volunteer is not safe, the activity is terminated at once
- Responsible for accurate and complete data reporting and submission as well as any other administrative paperwork.

Expectations:

- Represent the organization in a professional manner at all times in adherence with our Core Values
- Communicate regularly with the Manager of Operations
- Hold all participant-related information in strict confidence
- Hold all equipment design-related information in confidence
- Ability to attend a one-week training camp, sometime between March and May, is preferred but not required

Required Knowledge & Skills:

Experience:

- Experience working with individuals with disabilities is preferred
- Experience working with children is required
- Experience or knowledge of sports or recreation programs is preferred
- Minimum age is 21

Interpersonal Skills:

- Professionalism, courtesy and integrity are essential elements of the job. The work involves extensive personal contact with others in a fast-paced setting. Problems encountered may be of a unique nature requiring creative, quick, and diplomatic solutions. our staff are largely unsupervised on the road. Staff must be able to self-monitor and self-manage their job responsibilities. Travel with one other staff for 4-5 weeks at a time, likely working with multiple staff during the summer. Must be able to communicate effectively and maintain a professional one on one working relationship with all individuals.

Physical Fitness & Travel:

- This position requires a fair amount of running especially on Wednesday, Thursday and Friday with up to 40 individual riders. Weekly travel requires riding in a truck and possibly sharing the driving for up to 10 hours a day on Saturday. Floor Supervisor must be physically fit and healthy.
- Staff are typically required to have at least 6-8 weeks of availability between June and August. Staff will often work 2-4 camps back-to-back, meaning they will be away from home for the entire duration of those assigned camps. Weekly travel requires riding in a truck and possibly sharing the driving for up to 10 hours a day on Saturday to next city.