

Community Engagement Officer — Position Description

Purpose Statement

The **Community Engagement Officer** plays a pivotal role in delivering on Pedal Power's mission. You'll implement strategies to grow our membership, support and expand our volunteer base, and coordinate events and campaigns that bring people into the cycling community.

Key Responsibilities

- Implement Pedal Power's membership strategy to drive growth and retention
- Manage day-to-day membership operations, including overseeing volunteers who assist with member services
- Build and coordinate a robust volunteer network that supports programs, advocacy, and community events
- Plan, organise and deliver community events and promotional activities in collaboration with staff and external partners
- Maintain accurate data, generate monthly reports, and assist with general office functions
- Take on other projects or responsibilities as required, aligned with Pedal Power's strategic priorities

Essential Selection Criteria

1. Strong interpersonal and written communication skills, with a willingness to connect with members, volunteers and community partners.
2. Demonstrated organisational skills, initiative, and capacity to meet deadlines and juggle priorities.
3. Ability to work collaboratively with staff and volunteers, including availability for occasional after-hours events.
4. Interest in, and ability to, recruit and support volunteers.
5. Ability to build and sustain positive relationships with a wide range of stakeholders including members.
6. Competence in office administration, data management, and reporting.
7. Flexibility, resilience and a problem-solving mindset.
8. Regular cycling experience and an understanding of the needs and perspectives of people who ride bikes.

Desirable Criteria

- Experience using customer relationship management (CRM) systems.
- Background or interest in not-for-profit, membership-based, or recreational organisations.
- A positive attitude and a sense of humour—you'll be joining a warm, values-driven team!