



Summer Program Assistant - Summer 2026

Reports to: Client Services Coordinator

Job Overview:

The MIBike Rental Advisor will greet visitors and provide information about our bikes and the island. You will oversee our fleet of 10 free shared bikes and 6 ebikes. This includes completing rental forms, collecting payment, explaining safe practices, and documenting the condition of bikes daily.

Qualifications

- Knowledge of Malcolm Island, local attractions, businesses, and events
- Previous experience in customer service
- Ability to work without direct supervision
- Ability to work 5 days a week, including weekends, in person
- Attention to detail and accuracy
- Clear communication skills
- Ability to lift 50lbs
- Experience with bikes is a plus

Community Pantry Support

- Assist with the coordination and operation of the Sointula Community Pantry, including food sorting, stocking, and distribution.
- Greet and assist clients in a friendly and respectful manner.
- Help maintain accurate inventory and usage records.
- Support community food drives and local food security initiatives.

Digital and Technical Assistance

- Provide one-on-one support to residents seeking help with digital devices (computers, tablets, smartphones).
- Assist clients in accessing online government or community services (e.g., My Service Canada, CRA accounts, healthcare portals).
- Help maintain and update digital resource guides or instructional materials.

MIBike Responsibilities

- Greet visitors, provide information about bike program, local area and island maps
- Assist with rental contracts and provide overview of safe bike operations

- Monitor email and respond to any inquiries about MIBike
- Ensure bikes and accessories are in good working order
- Fill out inspection forms for each bike as requested
- Ensure bikes and facilities are safely secured at the end of each shift
- Follow safety procedures regarding any tools and equipment
- Basic maintenance of bikes (pump air, wash bikes, oil chains)

Community Engagement

- Support outreach efforts to raise awareness of SRCS programs and services.
- Participate in community events or initiatives related to food security, digital literacy, or volunteer recruitment.
- Provide feedback and ideas to improve SRC services.

About Us

The Sointula Resource Centre (SRC) is a non-profit organization dedicated to ensuring the residents, visitors, and organizational partners of Malcolm Island have access to information and support services to make life here viable and sustainable. We offer a variety of support to meet the needs of our changing community.

Our core services include:

Access to Technology - We provide free community access computers, tech support for seniors, assistance with online applications and accessing programs and supports including government and non-profit programs such as Employment Insurance, Food Banks, Pensions and Homeowner Grant applications.

Access to local information and support - We support community connection by sharing local information and promoting events, services, and opportunities. This includes an online directory (sointulainfo.ca), an annual visitor brochure, and a monthly newsletter and community calendar. We provide space for local artists and makers to display and sell their work through an in-office gallery and retail area, helping support local creativity. Basic office services such as printing, laminating, faxing, and simple promotional support are also available to help individuals and community groups share information. We support skill development through youth employment, volunteer opportunities, and access to locally delivered training in partnership with off-island organizations.

Food Security - We operate a community food pantry where residents can access a range of free fresh, frozen, canned, and dry goods. In addition, we coordinate local delivery of a food box program and provide a central location for local gardeners to sell their produce at our community market stand.

Visitor Services - As the official Destination BC Visitor Centre for Malcolm Island, we provide tourism related information in-person and by phone. Our annual visitor guide is distributed both locally and regionally. Our popular MIBike program provides free pedal bikes and electric bike rentals for visitors and residents.



EMPLOYMENT OPPORTUNITY

Summer Program Assistant

Position Overview:

This is a Canada Summer Jobs position for individuals between 15-30 years old. Join our team and assist with several exciting and rewarding programs this summer including food security, tech support and green bikes.

This is an 8-week position. \$18.25/hr, 35hrs/wk.

Our ideal candidate has the following:

- Experience with cash handling and customer service
- Ability to lift 50lbs
- Experience using Canva or other design software
- Initiative, positive attitude, willingness to engage
- Driver's licence and access to a vehicle

Anticipated Start Date: July 7, 2026

Deadline: May 29, 2026. Please submit a resume and cover letter in person or by email: hello@sointulainfo.ca

A full job description is available on request.

Thank you for your interest. Only candidates selected for an interview will be contacted.