



# BIKES NOT BOMBS

*Using the bicycle as a vehicle for social change*

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

## Director of Bike Shop & Training Center

### Job Description

#### **Position Description**

The Director of Bike Shop & Training Center manages Bikes Not Bombs' (BNB) flagship social enterprise that engages BIPOC youth as apprentices and provides full service to the Greater Boston community. Primary duties include staff support and supervision, business management, cultivating new and existing customer relationships, and training Youth Apprentices. The Director of Bike Shop & Training Center helps facilitate support provided to other teams including our Development, Community Engagement, and Youth Pathways teams. This position requires an individual with prior marketing and retail experience (brick and mortar, as well as e-commerce), a commitment to working directly with youth, and a track record of motivating and supervising a team to set and meet high performance standards. The Director of Bike Shop & Training Center reports to the Executive Director.

The ideal candidate for this role has the ability to engage youth with no fear or bias, engaging their beliefs and abilities, their likes and dislikes.

#### **Role outcomes summary**

1. Bike shop meets or exceeds financial goals set by the Executive Director and Board of Directors.
2. Apprentices graduate through the Youth Pathways program meeting all criteria expressed in the apprentice evaluation
3. All merchandise at the bike shop, new and donated, is processed and captured in BNB's inventory system
4. All staff are supported and held accountable for the Bike Shop's overall goals and policies

Specific responsibilities include, but are not limited to:

#### **Retail, Business Management & Strategic Planning (35%)**

- With BNB's Executive Director, develop and implement an overall strategic vision for the Shop
- Cultivate culture of feedback to drive investments in a variety of capacity building strategies
- Develop, along with inventory manager, a purchasing and merchandise strategy as well as an event and sale calendar
- Establish standards for pricing of new and used bikes and new parts/accessories
- Ensure that the Shop's activities and performance – both with regard to staff and customers – are aligned with BNB's mission of environmental sustainability, equitable use of resources, local and global peace-building, and community and economic development
- Ensure accurate record keeping of important shop information including invoice archives, brand purchasing, and login credentials
- Work with leadership team to develop and enforce shop policies
- Support facilities management
- When necessary, engage with customers and facilitate transactions, phone calls to the sales department, and answer all emails and voicemails relevant to sales, recycling and donations and inventory

#### **Staff Support & Supervision (25%)**

- Supervise five direct reports: Training & Sales Coordinator, Training & Service Manager, Inventory & IT Manager, Bike Donation & Operations Coordinator, and Advanced Mechanics Coordinator
- Support the sales coordinator on ensuring accountability from sales staff e.g. timeliness, productivity and communication
- Support management team with daily open and close procedures including register count and proper securing of shop assets
- Answering questions and problem solving for any sales or inventory issues that may arise.
- Produce weekly timesheets for all sales staff
- Develop agendas and facilitate regular staff meetings and one on one check-ins with the management team.



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## **Youth Development & Training (20%)**

- Support Youth Apprentices in developing and refining vocational and professional skills while on the job
- Coordinate onboarding and training of new sales staff
- Facilitate routine apprentice evaluations in accordance with the Youth Pathways evaluation schedule
- Work with Advanced Mechanics Coordinator to develop the curriculum and overall strategy for the training program

## **Financial Management (10%)**

- Work with shop management to prepare for and execute yearly inventory audit
- Track progress on monthly revenue goals and progress to be shared weekly with management team and Executive Director
- Produce expense reports for all shop purchasing
- Prepare annual budget to be presented to the Executive Director and Board of Directors

## **Background & Qualifications**

The ideal candidate for this role will have experience in managing a bike shop and staff; have experience working with youth; possess excellent oral and written communication skills that are effective with a diverse range of audiences. Additionally, below is a list of qualities in an ideal candidate:

- Experience in youth development; working with teens is a requirement
- Must have multiple years of experience in the bike industry; should be a skilled mechanic and/or graduate of Bike School program at BNB or elsewhere
- Must have administrative and organizational skills and be detail-oriented
- Dedication to the mission of BNB
- Personable and able to work with people from a number of different backgrounds
- Demonstrated ability to support and engage volunteers
- Ability to work with staff, board, and volunteers with a sense of humor and flexibility
- Ability to work individually and as part of a team in a fast-paced work environment
- Self-motivated, resourceful, highly-organized and creative
- Ability to set priorities, manage schedules, meet deadlines, and track the progress of multiple projects simultaneously while maintaining a high-quality of work and strong attention to detail
- Commitment to excellence a must
- Ability to delegate responsibility and not get tied up in specific tasks

## **Racial Equity**

Constituent leadership is central to the mission of BNB and is highlighted in BNB's current Strategic Plan. As such, BNB is seeking to more fully represent our community and constituencies, **particularly Black and other marginalized people in Boston and of communities in the Global South**, so as to amplify that voice and provide an opportunity for our constituency to participate in the overall direction and leadership of the organization. As such, we actively encourage candidates from broadly diverse ethnic and cultural backgrounds. Bikes Not Bombs is an Equal Employment Opportunity employer.

## **Application Process**

Please provide a resume and cover letter that includes where you learned of the position and a description of how your qualifications match BNB's needs. Applications should be emailed to [jobs@bikesnotbombs.org](mailto:jobs@bikesnotbombs.org) and will be reviewed on a rolling basis. Please include "Director of Bike Shop & Training Center" and your full name in the subject line. The compensation package for this position includes an annual salary of \$55,000-65,000. Additional benefits include: health insurance, paid time off, flexible work schedule, and discount at our bike shop. This position is open until filled. Expected start date is June 1 or ASAP.



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## **BNB's Mission & History**

**Bikes Not Bombs uses the bicycle as a vehicle for social change to achieve economic mobility for Black and other marginalized people in Boston and the Global South.** Each year we collect roughly 5,000 used bicycles and tons of used parts from our supporters around Greater Boston and New England. We ship most of these bikes overseas to partners in support of economic development projects through our [International Partnerships](#) in Africa, Latin America, and the Caribbean. Bikes that don't get shipped are distributed in [Youth Pathways](#), where teens learn bicycle safety and mechanics skills in the process of earning bikes to keep for themselves. Staff and paid Youth Apprentices working in our retail [Bike Shop & Training Center](#) also recondition and sell some of the donated bikes that we receive. Profits from bicycle sales, parts sales, and repairs go towards funding our youth and international work. BNB is 38 years old and has an annual budget of \$2.5 million.