



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

Mechanic & Sales Associate

Job Description

Position Description: BNB seeks a full-time bicycle Mechanic & Sales Associate with experience working in retail shops to assist with running the organization's social enterprise: our Bike Shop and Vocational Training Center.

Primary duties include completing repairs and rebuilds (refurbishing donated bicycles for sale), setting clear performance standards and providing training for how Bike Shop staff, Youth and Volunteer Apprentices do business with customers, work on repairs, and rebuild bicycles for sale.

The Mechanic & Sales Associate reports to the Bike Shop Director and is a member of the Bike Shop team.

Core Responsibilities:

Sales, Inventory, and Customer Service

- Repair, check, and fix bikes following Bikes Not Bombs' Bike Shop standards, policies and procedures
- Prepare bikes for deadlines
- Diagnose bicycles and write repair tickets using web based point of sale
- Keep the inventory of the shop updated
- Keep the bench and the overall bike shop clean
- Participate actively as a member of the bike shop team
- Interact with customers, selling bicycles, accessories, and repair service
- Be customer service oriented and personable as you are the face of our organization
- Assemble new and refurbished bicycles for resale

Shop Culture, Training, and Support

- Foster an asset-based culture (positive youth development)
- Support front-end staff, ensuring that current youth and adult volunteers provide the highest quality customer service through training and shop policies
- Participate in and provide ongoing training, feedback and support to improve performance of online and storefront business operations

Bicycle Mechanic Skills:

- Assembling/disassembling and identify different types of bottom brackets
- Crank arm replacement
- Change derailleurs
- Front and Rear Hub, Bottom Bracket, Headset overhauls
- Replacing brake calipers, pads, and levers; shifters
- Replacing all kinds of cables
- Limit screw adjustment (both derailleurs)
- Center brakes
- Chain check, replacement
- Flat fix
- Tune ups

Background and Qualifications

The ideal person for this role has experience working in bicycle retail shops and has the ability to engage youth with no fear or bias, engaging their beliefs and abilities, their likes and dislikes. Additional requirements include:



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- At least one full year in the bike industry both selling and fixing bikes.
- Experience repairing all types of bikes.
- Able to work a Tuesday - Saturday schedule
- Ability to stay organized and keep track of repair tickets and sale records
- Must be able to work well under pressure to meet deadlines
- Positive and welcoming attitude in all customer service interactions
- Knowledge of bicycles (accessories, fit, and riding)
- Ability to learn and adapt to BNB's standards for bicycle mechanics
- Must be a people person.
- Must have an interest in and experience working with youth, particularly from low-income communities.
- Must demonstrate a strong understanding of and commitment to Bikes Not Bombs' overall mission.
- Self-motivated, highly organized, systems oriented.
- Excellent interpersonal skills, cultural competency, strong listening and negotiation skills.
- Experience with Apple computers, and experience using MS Word and Excel.
- Must be willing and able to work some evenings and weekends.
- Multilingual/Bilingual (Spanish, English, Haitian Creole and/or Cape Verdean Creole) candidates are highly preferred.
- 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.

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 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 and will be reviewed on a rolling basis.

Please include "Mechanic and Sales Associate" and your full name in the subject line. The compensation package for this position includes an hourly wage starting at between \$19 - 24/hour. Additional benefits include - paid time off, health insurance, flexible work schedule, and discount at our bike shop.

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.