



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130
bikesnotbombs.org · 617.522.0222

Training & Sales Coordinator

Job Description

Position Description: The Training & Sales Coordinator manages the Bike Shop's retail operations in conjunction with the Director of Bike Shop & Training Center. Primary duties include managing the bike rebuild process (refurbishing donated bicycles for sale), merchandising, cultivating new and existing customer relationships, and supervising Youth and Volunteer Apprentices who work alongside them. The Training & Sales Coordinator coordinates the "front end" of the shop and is responsible for fostering a welcoming, inclusive, and professional retail environment.

This position requires an individual with prior retail experience (brick and mortar, as well as online retail); a commitment to working directly with BIPOC youth and a track record of motivating and supervising a team to establish and meet high performance standards. The Training & Sales Coordinator reports to the Director of the Bike Shop & Training Center and is a member of the *Bike Shop* team.

Core Responsibilities

Sales, Inventory, Customer Service (40%)

- Serve as a BNB ambassador and effectively represent the organization in the community
- Develop a clear vision for bike shop retail and sales and ensure that all employees properly represent and act according to that vision
- Oversee new and refurbished bike inventory management for the bike shop, including choosing and vetting allocated bikes, training youth and volunteers, managing tracking staff and volunteer performance, and safety checking (quality control) each bicycle before it is advertised
- Manage the sales floor with the Shop Director, providing oversight on customer service, and supporting sales staff on-the-job with regular coaching and training
- Organize special orders area and contact customers when items arrive
- Develop hard and soft skills in staff and volunteers re: sales, customer service, and refurbishing bicycles
- Support the audit of the Bike Shop's inventory
- Track merchandise and supply stock and communicate with the Inventory & IT Manager who makes purchases

Training, Program Support and Supervision (40%)

- Facilitate shop open and closing check in and procedures, including cleaning and chores.
- Foster an asset-based culture (positive youth development)
- Support and supervise all Bike Shop Youth Apprentices, ensuring that they provide the highest quality customer service
- Collaborate with the Service Manager and Bike Shop Director to run Advanced Mechanics program, and provide ongoing training, feedback and support to staff to improve performance of online and storefront business operations
- Hold bike shop staff accountable for all COVID prevention and safety policies and performance including attendance, punctuality, professionalism, and efficiency with tasks on shift
- Coordinate updates to training manual and schedule updates in collaboration with Shop Leadership team
- Support Bike School, Bike Match and other bike distribution strategies as needed

Bike Donation Intake and Processing (20%)

- Follow workflows according to Bikes Not Bombs' Bike Recycling standards
- With support from Bike Shop staff (including youth apprentices):
 - Intake bike donations: greeting donors and filling out intake forms
 - Process donated bikes by either stripping, flattening or refurbishing in collaboration with Bike Shop staff and Youth Apprentices
- Keep all benches, workspaces, and the recycling area clean
- Support inventory management systems for all donated material
- Other duties as assigned



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130
bikesnotbombs.org · 617.522.0222

Background and Qualifications

The ideal person for this role has a passion for marketing, retail and sales, excellent management skills, and has the ability to engage youth with no fear or bias, engaging their beliefs and abilities, their likes and dislikes. Additional requirements include:

- Multiple years in the bike industry both selling and fixing bikes.
- Must have the ability to supervise others and help customers.
- Must have administrative, financial, and organizational skills, as well as the ability to delegate responsibility and multi-task.
- 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 in program management and staff/volunteer supervision, with the ability to mentor, motivate, prioritize, and set clear expectations
- Facility with Apple computers, and experience using Google Drive, Google Docs, Google Sheets
- Must be willing and able to work some evenings and weekends
- Multilingual/Bilingual (Spanish, English, Haitian Creole and/or Cape Verdean Creole) candidates highly preferred
- Ability to work with staff, board, and volunteers with 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 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 and will be reviewed on a rolling basis. Please include "Training & Sales Coordinator" and your full name in the subject line.

The compensation package for this position includes an hourly wage of \$21-26. 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.