



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 & Service Coordinator

Job Description

Position Description: The role of the Training & Service Coordinator is to work alongside the Training & Service Manager in providing oversight to the service team and to participate in the daily activities of the service department at the Bikes Not Bombs Bike Shop and Training Center. The Training and Service Coordinator's primary responsibilities include external customer communications, supplies ordering, repair process tracking and customer and staff support when needed.

This position requires an individual with prior bicycle retail and service 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. Primary duties include setting clear performance standards and providing training for how bike shop staff members do business with customers. The Training & Service Coordinator reports to the Training & Service Manager and is a member of the Bike Shop team.

Specific responsibilities include, but are not limited to:

Customer Service (20%)

- Serve as the primary Service Writer - writing repair tickets for customers
- Greeting customers at the door when necessary

Customer Communication (10%)

- Inform customers when repairs are finished or need approval
- Ensuring bicycles are retrieved after work is complete
- Respond to customer emails

Resource Management (10%)

- Tracking supplies for repairs, refurbs, build ups and tools for the service team
- Communicate with shop buyer when items need to be ordered
- Manage special ordered items for repairs

Service Workflow Management (20%) - In conjunction with the Training & Service Manager:

- Reviewing repair tickets for mistakes
- Ensure all customer bikes are properly tagged
- Tracking schedule and repair priority in lightspeed and on ticket board
- Delegating repairs to service team and setting daily/weekly goals
- Support Service Team with Quality Control check accountability

Training & Development (40%) - In conjunction with the Training & Service Manager:

- Support Shop and YP staff in executing plans for Advanced Mechanics, clinics, Tool Time, etc. including teaching key aspects of these courses/programs
- Support and supervise a team of youth apprentices ranging in age from 15-24
- Engage customers on the floor selling bikes and products and connecting them to the mission
- Provide on-the-job instruction in refurbishing bikes, sales & customer service, lightspeed, inventory, etc to youth apprentices scheduled to work in the Shop
- Design and implement a bike building strategy that engages Youth Apprentices and volunteers and holds Youth Apprentices, Volunteers and shop staff accountable for checking and assessing their work for quality and safety.

Background & Qualifications

The ideal candidate for this role will have experience in bike mechanics, training, supervising, and supporting youth and volunteers; has the ability to engage youth with no fear or bias, engaging their beliefs and abilities, their likes and dislikes; possesses 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:

- Must have multiple years of experience in the bike industry; must be a highly skilled mechanic



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- Must have administrative and organizational skills and be detail-oriented
- Experience with teaching, and in particular teaching around mechanical concepts
- Dedication to the mission of BNB
- Experience in youth development; working with teens a plus
- 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

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 & Service Coordinator" and your full name in the subject line. The compensation package for this position includes an hourly wage of \$21.63 - 26.44. Additional benefits include - health insurance, paid time off, flexible work schedule, and discount at our bike shop. This position is open until filled.

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.

Our mission is the driving force behind our impact, our volunteer efforts, and our dedicated staff. It's why people give their time, their money, their labor. We love bikes, and we love our community, including its most vulnerable and historically excluded members. We want to bring the joy and the utility of bicycling to everyone. "Bikes Not Bombs!" is a demand, a protest, advice for life, and a rallying cry. Through our work, we seek to bring positive change into people's lives and build a sustainable future for all.

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 micro-enterprises 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 and growing.