



# BIKES NOT BOMBS

*Using the bicycle as a vehicle for social change*

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

## Executive Operations Manager

### Position Description

The Executive Operations Manager supports our Executive Director, a Bookkeeper, Director of Development, and three program directors (Community Engagement, Youth Pathways, and the Bike Shop & Training Center), with various executive functions, including human resources, finance, and administrative support to assist the organization as it expands to more intentionally serve people in Roxbury, Dorchester, and Mattapan.

The Executive Operations Manager reports to the Executive Director. This is a full-time position and presents an exciting opportunity to join and support a team that's passionate about using the bicycle as a vehicle for social change.

### **Core Responsibilities**

#### **Executive Leadership Support**

- Manage logistics and personal communications of the Executive Director, including the maintenance of the Executive Director's email, calendar, and meeting materials.
- Update organizational insurance policies: Property, General Liabilities, Directors & Officers, etc.
- Conduct occasional research to inform agency decisions.
- Prepare content and communications on behalf of the Executive Director to key staff, board, and other internal stakeholders.
- Serve as key thought partner to the Executive Director on a variety of organizational issues and help implement solutions to complex challenges.
- Prepare content and communications on behalf of the Executive Director to key stakeholders
- Support the Executive Director's engagement with the Board of Directors, including preparing reports and materials for all full-Board meetings as well as Board/Staff committee meetings.
- Support the Executive Director and Bookkeeper & HR Coordinator in managing HR and financial operations, including timesheets, billing, invoicing, purchasing, company credit card administration, and bank deposits on a weekly basis.

#### **Program and Administrative Support**

- Push Bikes Not Bombs to constantly improve, refine, and document our model for institutional knowledge management.
- Facilitate efficient office management, including maintenance of records and filing systems, supplies, mail, technology, and Bikes Not Bombs' overall space.
- Provide support with updates and maintenance of BNB's website, shared Google Drive, Gmail, calendars, Monday.com project management software, and other shared organizational systems, as needed.
- Work with youth, staff, volunteers, and alumni to develop written and spoken impact stories.
- Provide project management support across the organization.
- Support event planning and coordination, securing space for meetings and events as needed.
- Supervise office and administrative interns.
- Coordinate bike donation inventory data entry, management, and reporting using Sortly software.
- Develop and implement a shared, collaborative system to answer the phones, relaying messages, greeting visitors and customers and giving tours, etc.; first point of contact for visitors.
- Support technology needs as required.

#### **Office and Operations Support**

- Serve as key liaison between Bikes Not Bombs and our building owners, building management team, and fellow tenants.
- Order and manage use of office supplies.
- Overseeing daily, weekly and monthly chore schedule/checklists.

- Tracking building key and alarm code access.
- Refine and oversee systems for managing use of BNB facilities and vehicles.

### **Background and Qualifications:**

The ideal person for this role has a high degree of commitment and passion for the mission of Bikes Not Bombs, possesses the ability to work in a fast-paced environment, manage multiple priorities and takes initiative with minimal supervision, and has excellent oral and written communication skills that are effective with a range of diverse audiences.

#### Required Qualifications:

- You come to this role with a strong passion for and personal or professional connections to supporting BIPOC youth who predominantly come from surrounding Boston neighborhoods
- You have served as a thought partner to senior leaders, particularly in the areas of human resources policy, agency decisions, and organizational structure.
- You have extensive experience leading work in the operations and/or human resources function of an organization, ideally in a nonprofit environment.
- You are a self-starter with excellent organizational skills, ability to juggle varied responsibilities, and keen attention to detail, with experience managing numerous areas of work across an organization with little supervision.
- You bring a deep, demonstrated commitment to advancing Diversity, Belonging, Inclusion and Equity in your workplace and community, ideally with experience exemplifying these values in operations and human resources.
- You are experienced in working with culturally diverse teammates and students, with an awareness and sensitivity to institutionalized racism and classism facing low-income communities.
- You have a strong track record of fostering an equitable and sustainable work culture, encouraging staff to practice self-care and maintain a healthy work/life balance.
- You have exceptional written and oral communication skills and are a talented facilitator, with skills in planning and leading team meetings.
- You have been a back-end administrator of a CRM, ideally Salesforce, with experience creating custom objects and/or fields, building reports and dashboards, and training others on how to use the system.
- You have experience maintaining a high level of confidentiality and sensitivity around human resources issues and organizational knowledge.
- You are proficient in Google Suite, including Gmail, Google Drive, and Google Calendar.
- You are highly organized, with exacting attention to detail.
- You have experience in project management, preferably having employed project management software.
- You hold a bachelor's degree or equivalent work experience.

#### Preferred Qualifications:

- You have previously worked in executive support, with experience managing emails and calendars and ghost writing for senior executives.
- You are passionate about helping organizations maintain institutional knowledge and have developed your own best practices.
- You have managed basic organizational financial responsibilities, including billing, invoicing, purchasing, company credit card administration, and bank deposits.
- You have experience using Bloomerang or other tools to automate data entry between spreadsheets and a CRM, like Salesforce.
- You have experience in website design and/or HTML coding.

### **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 "Executive Operations Manager" 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 March 1 or ASAP.

**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 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 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 39 years old and has an annual budget of \$3.7 million.