



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

Head Mechanic & Chain Reaction Coordinator

Position Description

The Head Mechanic & Chain Reaction Coordinator's primary duty is to give expert technical assistance and support to youth [mechanic] apprentices in the Youth Pathways program. Although in practice their work will often overlap with the Service Manager, their job is different in that their primary concern is not management or organization, but in-depth mechanical work and quality control. In accordance with bike shop policies and procedures, they will identify and assess mechanical problems early in the process. They also take a lead in training new mechanics and providing ongoing support to existing mechanics in increasing shop efficiency. The Head Mechanic will also take on some larger tasks such as layout of the service department and servicing the parts washers and compressor.

Chain Reaction is Boston's first ever youth-run, after-school mobile bike shop, providing services to Roxbury, Mattapan, Dorchester, Jamaica Plain, Hyde Park, Charlestown, and East Boston. By partnering with community centers, farmers' markets and other community organizations, Chain Reaction serves as a "point of entry" for youth and adults who may become new members/donors/volunteers/program participants of BNB. Additionally, Chain Reaction provides affordable basic bicycle services to communities who may otherwise have difficulty reaching our bike shop in Jamaica Plain. Finally, this program creates opportunities for Youth Apprentices to gain experience with the basics of running a business, such as customer service, inventory management, and cash control.

The Head Mechanic & Chain Reaction Coordinator will develop and implement Chain Reaction, serving as a leader and liaison between the BNB community and staff. The Head Mechanic & Chain Reaction Coordinator is a member of the Bike Shop team, supervises a Repair & Refurb Mechanic, and reports directly to the Director of Bike Shop & Training Center.

Core Responsibilities

Program Planning and Implementation

- Develop systems to ensure the work performed by mechanics meet Bike Shop/Chain Reaction quality standards
- Define the scope and limit of mobile repair services Chain Reaction will offer
- In coordination with BOCA staff, facilitate weekly Tool Time (Bike Kitchen style programming)
- Mentor, coach, and help supervise the work of Bike Shop Mechanics, Associates, and Apprentices
- Provide mechanical support and supervision to all youth apprentices assigned to Chain Reaction and Tool Time

Shop Culture, Training, and Support

- Provide training, feedback and support to staff and apprentices, to continually improve performance in Chain Reaction & Tool Time
- Foster an asset-based culture (positive youth development)
- Support bike shop and training center staff by helping to ensure youth and volunteer apprentices provide great customer service and adhere to all shop policies
- Participate in and provide ongoing training, feedback and support to improve performance of online and storefront business operations
- Hold direct reports accountable for all safety policies and performance standards, including attendance, punctuality, professionalism, and efficiency with tasks on shift
- Work with shop leadership to support bi-weekly Bike Shop Team meeting

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
- Bosch ebike systems
- Lightspeed point of sale (POS)

Bicycle Repair and Refurbishment:

- 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
- Keep the workbench and the workroom clean
- Participate actively as a member of the bike shop team
- Assemble new and refurbished bicycles for resale
- Be responsible for the processing of cash and checks used to purchase bikes and parts
- Manage inventory and receipts
- Manage customer records and information
- With the Chain Reaction team, responsibly steward the space and materials used by the program, and communicate and coordinate with all who share the same space and materials

Background and Qualifications

The ideal person for this role has a passion for bike mechanics; retail and sales; excellent customer service and management skills; and is able to recruit, supervise, and hold accountable a diverse and effective team of youth and adult apprentices. 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 be a people person.
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.
- Broad knowledge of metallurgy, metal shop, and physics as they relate to bicycles.
- Ability to supervise mechanics and intervene in other mechanic's work if necessary.
- 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 Macintosh 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 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 "Head Mechanic & Chain Reaction Coordinator" 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.