



# 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 Manager

### Job Description

**Position Description:** The Training & Sales Manager leads the Bike Shop's retail operations in conjunction with the Director of Bike Shop & Training Center. **Primary duties include merchandising, cultivating new and existing customer relationships, inventory management, supporting the bike donation process, managing the bike rebuild process (refurbishing donated bicycles for sale), and supervising Youth and Volunteer Apprentices who work alongside them.** The Training & Sales Manager leads the "front end" of the shop and is responsible for fostering a welcoming, inclusive, and professional retail environment. Additionally, this person is responsible for leading the Bike Shop's e-commerce sales strategy and growing e-commerce sales as a bigger percentage of overall revenue.

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 Manager 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 (60%)

- Supervise, train, and assist a team of sales associates to deliver exceptional customer service, maintain a welcoming retail environment, build an effective e-commerce operation, and achieve annual sales targets.
- Ensure a clean and presentable retail environment that optimizes the Shop's in-store experience and sales
- Ensure an exceptional e-commerce user experience that showcases inventory, effectively communicates promotional periods, develops strategies to improve conversions, and achieves online sales goals.
- Maintain proper inventory levels, ensure stocking, implement purchasing plans, manage controllable costs, and maintain contact with suppliers to ensure maximum efficiency and profitability in meeting sales goals.
- Work with the Service Manager to oversee new and refurbished bike inventory management for the bike shop, including choosing and vetting allocated bikes.
- Develop and maintain a schedule for employees and promotions centered on holiday, seasonal, and other sales cycles.
- Implement cross-training of employees and volunteers to maintain productivity and achieve annual goals.
- Hire and train sales associates and coordinators as needed to ensure adequate personnel to achieve annual goals.

#### Training, Program Support and Supervision (30%)

- Train and support a sales team to attain performance goals including attendance, punctuality, professionalism, and efficiency with tasks on shift, and staff accountable for all safety policies and procedures.
- Train and supervise Bike Shop Youth Apprentices and volunteers, to ensure the highest quality customer service
- Coordinate updates to training manual and schedule updates in collaboration with Shop Leadership team
- Facilitate shop open and closing check in and procedures, including cleaning and chores.
- Foster an asset-based culture (positive youth development).
- 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
- Support Bike School, Bike Match and other bike distribution strategies as needed

#### Bike Donation Intake and Processing (10%)

- Work with the Assistant Bike Shop Director to be the point of contact for donation intake thru the bike shop
- 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



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- Keep all benches, workspaces, and the recycling area clean
- Support inventory management systems for all donated material
- Other duties as assigned

## **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:

- 2 to 5 years of retail management experience required, outdoor industry and specialty retail preferred, bicycle knowledge and retailing a plus
- Bike refurbish and mechanic skills a plus
- Must demonstrate a strong understanding of and commitment to Bikes Not Bombs' overall mission.
- Must have an interest in and experience working with BIPOC youth, particularly from low-income communities.
- 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
- Must demonstrate tech literacy and have experience with retail POS, Google suite, project management tools, and client relationship management applications.
- 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

## **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 "Training & Sales Manager" and your full name in the subject line. The compensation package for this position includes an hourly wage of \$21.63-\$28.00/hr. Additional benefits include - paid time off, health insurance, 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.**

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



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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 40 years old and has an annual budget of \$4.1 million.