



BIKES NOT BOMBS

Reclaim. Empower. Transform.

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

Sales and Valet Associate

Job Description

Position Description: Bikes Not Bombs seeks a bicycle Sales Associate / Valet attendant with experience working in retail shops to assist with running our organization's flagship social enterprise, the Bikes Not Bombs Bike Shop and Vocational Training Center. Join our team to be part of a bike shop that is driven by a real social mission, and help us deliver the best bicycle value to our community.

Duties include greeting customers and ringing up sales, answering the telephone, checking in customer bikes and writing repair quotes, stocking and organizing the shop sales floor, receiving and processing customer donations, performing minor repairs, refurbishing bikes, and other duties as may be necessary from time to time. Those assigned to the Bike Valet will be doing much of the same with the added duty of parking and retrieving bikes for customers.

Sales and Valet Associate reports to the Sales and Training Manager or Bike Valet & E-Bike Training & Service Director, depending on the site they're assigned to and are members of the Bike Shop team.

Specific responsibilities include, but are not limited to:

- Keep the inventory of the shop updated
- Keep the bench and the overall bike shop clean
- Participate actively as a member of the bike shop team
- Interact with customers, selling bicycles, accessories, and repair service using selling skills and training materials
- Be customer-service oriented and personable as the face of our organization
- Participates and is fully engaged in daily team check-ins, and weekly planning meetings
- Maintains a high level of personal integrity
- Performs operational tasks
- Execute flat fix jobs
- Checking bikes in and out of the bike valet

Background and Qualifications

The ideal person for this role has experience working in bicycle retail shops.. Additional requirements include:

- At least one full year in the bike industry both selling and fixing bikes.
- Attention to detail, coupled with high standards
- Ability to stay organized and keep track of repair tickets and sale records
- Must be able to work well under pressure to meet deadlines
- Positive and welcoming attitude in all customer service interactions
- Knowledge of bicycles (accessories, fit, and riding)
- Ability to learn and adapt to BNB's standards for bicycle mechanics
- Must be a people person.
- 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.
- Excellent interpersonal skills, cultural competency, strong listening and negotiation skills.
- Experience with Macintosh computers, and experience using MS Word and Excel.
- Multilingual/Bilingual (Spanish, English, Haitian Creole and/or Cape Verdean Creole) candidates highly preferred.
- Ability to work individually and as part of a team in a fast-paced work environment.



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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 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 "Sales and Valet Associate" and your full name in the subject line. The compensation package for this position ranges from \$20 to \$28 per hour, depending on experience. 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.

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 [Global 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 42 years old and has an annual budget of \$2.5 million and growing.