



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 Manager

Job Description

Position: The Training & Service Manager's role is to manage the service department so that it best serves the interests of the Shop as a whole. This role is responsible for ensuring the proper implementation of a system for servicing all bikes, including overseeing mechanics' time and guaranteeing high-quality, timely service. The Training & Service Manager develops and implements a specific vision and direction for the whole service department.

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 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 Service Manager reports to the Bike Shop Director and is a member of the Bike Shop team.

Specific responsibilities include, but are not limited to:

Bike Shop (50%)

- Delegate responsibilities to mechanics and oversee the quality and speed of their work.
- With input and support from the Shop Director develop and implement a clear vision and direction for the service department.
- Maintain efficient labor load for repairs during the busy season.
- Ensure that there is a single procedure for filling out shop tags and make sure that all tags are filled out accordingly
- Help facilitate the orientation and training of new mechanics and volunteers.
- Provide input and guidance to the sales manager regarding the "service-ability" of incoming bike donations.

Training Center (50%) - In conjunction with the Bike Shop & Training Center Director:

- 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 15-21
- Engage customers on the floor selling bikes and products and connecting them to the mission
- Provide on-the-job instruction for youth apprentices scheduled to work in the Shop
- Design and implement a bike building strategy that engages youth apprentices and volunteers

Background & Qualifications

The ideal candidate for this role will have experience in bike mechanics, training, supervising, and supporting youth and volunteers; possess 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
- 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



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- 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

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 and Service Manager" and your full name in the subject line. The compensation package for this position includes an annual salary of \$38,000-40,000. Additional benefits include - paid time off, flexible work schedule, and discount at our bike shop. This position is open until filled. Expected start date is March 1.

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 low-income communities and communities of color, 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.

Overview: Bikes Not Bombs uses the bicycle as a vehicle for social change. We reclaim thousands of bicycles each year. We create local and global programs that provide skill development, jobs, and sustainable transportation. Our programs mobilize youth and adults to be leaders in community transformation. 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 economic development projects through our [International Partnerships](#) in Africa, Latin America, and the Caribbean. Bikes that don't get shipped are repurposed in [Youth Pathways](#) where teens learn bicycle safety and mechanics skills in the process of earning bikes to keep for themselves. Our retail [Bike Shop & Training Center](#) also reconditions and sells some of the donated bikes that we receive, employing many graduates of our programs. The Shop's profit from the bicycle sales, parts sales, and repairs goes towards funding our youth and international work. BNB is 35 years-old and has an annual budget of \$1.2 million.

I, _____, agree to fulfill the above listed responsibilities for the above listed time period in the position of Training & Service Manager employed by Bikes Not Bombs.

Training & Service Manager

Date

Executive Director

Date