



BIKES NOT BOMBS

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Program Manager, Bike Shop and Vocational Training Center

Job Description

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 Programs](#) in Africa, Latin America, and the Caribbean. Bikes that don't get shipped often land in our [Youth Programs](#) where teens learn bicycle safety and mechanics skills in the process of earning bikes to keep for themselves. Our retail [Bike Shop](#) 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 30 years-old and has an annual budget of \$1.5 million.

Position: The Bike Shop Program Manager primarily manages Bikes Not Bombs' Retail Shop and Vocational Training Center and is responsible for all shop functions - integrating sales, service, vocational training and community engagement into a clear and cohesive vision. Fifty percent of the position is dedicated to supervising Shop managers, managing overall operations, financial planning, and serving as the liaison with the BNB Hub. The remaining fifty percent of the position is dedicated to supporting proven-risk youth ages 15-24 years old as they learn the basic skills of customer and bike repair service in BNB's flagship social enterprise. The Bike Shop Program Manager reports to the Director of Programs and will work closely with the Youth Programs Manager to execute these critical duties.

Responsibilities

Program Administration & Oversight (40%)

- Develop and implement an overall strategic vision for the Shop in collaboration with the Director of Programs and Executive Director
- Ensure that the Shop's activities and performance – both with regard to staff and customers – are aligned with BNB's mission and guiding principles
- Develop annual budget; approve and track all expenses for all programs
- Develop annual program goals, objectives and desired outcomes for all programs
- Perform or delegate daily financial procedures and perform or oversee weekly deposits and monthly budgeting; ensure financial solvency of the Shop
- Create annual revenue and expense budget
- Hire, train, and supervise three full-time managers and a team of 10-15 youth employees
- Assist all managers in performing their responsibilities to the best of their ability
- Plan and facilitate weekly supervisory 1-one-1 meetings with direct reports
- Plan and facilitate weekly shop meetings to engage Shop staff in coaching and training, professional development, strategic planning, and evaluation
- Produce regular reports on program results and needs

Youth & Workforce Development (20%)

- Foster an asset-based culture (positive youth development) in all programs
- Support Youth Apprentices and Associates in acquiring and refining vocational and professional skills
- Work with staff at the Shop and the Hub to plan and execute year-round Advanced Mechanics training for youth staff

Retail, Marketing & Business Development (30%)

- Ensure that standards are in place for high quality sales, service, and customer service; support managers in developing and implementing these standards
- Establish standards for pricing of new and used bikes and new parts/accessories
- Submit inventory supply orders as necessary

Facilities & Equipment (10%)

- Design and implement systems to maintain a clean, organized retail and mechanics work space
- Oversee the use and maintenance of tools and equipment

Background & Qualifications: The ideal candidate for this role will have experience in retail management, supervision of youth and adults; 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:

- 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, organizational and the ability to delegate responsibility, multi task and not get tied up in specific tasks
- Must have strong skills in working with and supporting young people, particularly those who are proven-risk
- Must demonstrate a strong understanding of and commitment to Bikes Not Bombs' overall mission

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 "Bike Shop Program Manager" and your full name in the subject line. The compensation package for this position includes an annual salary of \$35,000-\$40,000. Additional benefits include - paid time off, health insurance, flexible work schedule, and discount at our bike shop.

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.