



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

Director of Bike Service & Education

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 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 \$1.3 million.

Position: The Director of Bike Service & Education manages our Bike Shop's service department and manages Bike School Partnerships so that they best serve the needs of our customers and program participants. This role is primarily responsible for ensuring the proper implementation of systems for servicing all bikes, guaranteeing high-quality, timely service in our Bike Shop and Bike School. Our current Bike School partners include: the McKinley South End Academy, Boston Day & Evening Academy, and the Dearborn STEM Academy. The Director of Bike Service & Education reports to the Executive Director and is a member of both the Youth Pathways and Bike Shop teams.

Specific responsibilities include, but are not limited to:

Bike Service (60%)

- Support and supervise the all mechanics, including Head Mechanic & Senior Mechanic
- With input and support from the Shop Manager, develop and implement a clear vision and direction for the service department
- Manage the back end logistics of the shop, as well as the front end when necessary
- Delegate responsibilities to mechanics and oversee the quality and speed of their work
- Formulate and implement policies for the service department
- Develop quality control systems for bikes for sale (new & refurbs) and repairs in collaboration with the Head Mechanic
- Formulate service packages and specific repairs to sell to customers and make sure that all mechanics are clear on what is included in which packages. Coordinate with the Shop Manager so that the packages and services can be properly sold
- Establish prices for all repair work
- 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
- Provide input and guidance to the sales manager regarding the "service-ability" of incoming bike donations
- In conjunction with the other managers, determine the organization and layout of the service department

Bike Education (30%)

- Support and supervise a team of youth apprentices ranging in age from 15-21



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- Support the evaluation of all Youth Pathways initiatives led by the Director of Learning & Evaluation
- Hire, support and supervise Bike Instructors who teach our Earn-A-Bike curriculum at our three current Bike School partners
- Primary point of contact between BNB key YP Stakeholders (Success Link, MLK Scholars, BOG)
- Foster a growth mindset

Program Planning & Administration (10%)

- Develop annual budget; approve and track all expenses
- Develop annual program goals, objectives and desired outcomes
- Participate actively in weekly 1-on-1 supervision, team meetings, and staff meetings
- Plan and facilitate weekly 1-on-1 meetings with direct reports
- Produce regular reports to the Executive Director on program results and needs

Background & Qualifications

The ideal candidate for this role will have experience in fundraising/development, facilities, and engaging and supporting 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
- 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 "Director of Bike Service & Education" and your full name in the subject line. The compensation package for this position includes an annual salary of \$38,000-43,000. 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 August 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.