



BIKES NOT BOMBS

Using the bicycle as a vehicle for social change

284 Amory Street · Jamaica Plain, MA 02130

bikesnotbombs.org · 617.522.0222

Inventory & Online Sales Manager

Job Description

Position Description

The Inventory & Online Sales Manager manages the Bikes Not Bombs' inventory of bicycle donations and the Bike Shop's online sales and ecommerce operations in conjunction with the Director of the Bike Shop and the Director Recycling & Operations. Additional duties include cultivating new and existing customer relationships, and supervising youth and volunteer apprentices.

This position requires an individual with prior retail experience (brick and mortar, as well as online retail), a commitment to working directly with teens and young adults, general knowledge and understanding of bike mechanics, repairs, parts, and accessories, and a track record of motivating and supervising a team to establish and meet high performance standards. The Inventory & Online Sales Manager reports to the Director of the Bike Shop and is a member of the *Bike Shop* team.

Specific responsibilities include, but not limited to:

Inventory Management (40%)

- Entering data for all bike donations (drop offs, pickups, bike drive, etc. into tracking system, ensuring an accurate count, that they appropriately tagged and stored in the correct location at the Hub or Warehouse
 - Inventorying everything that comes in Recycling, Shop, and Warehouse spaces
- Manage overall bike shop inventory - bikes, parts, and accessories
 - Facilitating the flow chart
 - Entering all donated items into Lightspeed in collaboration with Recycling and Sales teams
 - Tracking supplies used on refurb/should have an accurate account in Lightspeed

Sales & Customer Service (40%): Work closely with the Shop Leadership team to...

- Develop a clear vision for bike shop online retail and sales and ensure that all employees properly represent and act according to that vision.
- Support and prepare for Yard sale events, bike drives, container loadings and other events or programs as needed
- Manage ecommerce platforms - LightSpeed ecom, eBay, etc. including all sales and correspondences with customers
- Provide service to customers who call or arrive in person at our brick and mortar shop in JP
- Work collaboratively with board Sales and Service Managers to rack special orders; correspond with customers around pick up
- Assist with the setup and layout of products digitally as well as in the retail store; organization of the sales floor
 - Recognize when orders need to be made
 - Products and supplies are adequately inventoried and
- Support the audit of the Bike Shop's inventory, annually or more as needed

Training and Supervision (20%)

- Foster an asset-based culture (positive youth development)
- Co-manage staff with oversight from the Bike Shop Director and Recycling & Operations Director, providing oversight of online sales and inventory management to improve performance of online and storefront business operations through training and shop policies
- Develop hard and soft skills in all staff and volunteers re: processing donations, sales, customer service, and refurbishing bicycles, supporting them with regular coaching and training
- Hold bike shop staff accountable for all COVID prevention and safety policies and performance including attendance, punctuality, professionalism, and efficiency with tasks on shift
- Co-plan and facilitate weekly staff meetings (in collaboration with the Bike Shop Director)
- Manage updates to shop policy handbook, training manual and schedule updates in collaboration with Shop Leadership team



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Background and Qualifications

The ideal person for this role has a passion for marketing, retail and sales, excellent management skills, and is able to recruit, supervise, and hold accountable a diverse and effective team of youth and adults. Additional requirements include:

- 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, and organizational skills, as well as the ability to delegate responsibility and multi-task.
- 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.
- 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
- Facility with Macintosh computers, and experience using Google Drive, Google Docs, Google Sheets
- 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
- Ability to work with staff, board, and volunteers with sense of humor and flexibility
- Ability to work individually and as part of a team in a fast-paced work environment

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 and will be reviewed on a rolling basis. Please include "Inventory & Online Sales Manager" and your full name in the subject line. The compensation package for this position includes an annual salary of \$40,000-\$45,000. 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. 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 distributed 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 36-year old and has an annual budget of \$1.3 million.