



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 & Sales Manager

Job Description

Position Description

The Training & Sales Manager manages the Bike Shop's retail operations in conjunction with the Director of Bike Shop & Training Center, and the Director of Recycling & Operations. Primary duties include managing the bike rebuild process (refurbishing donated bicycles for sale), cultivating new and existing customer relationships, and supervising Youth and Volunteer Apprentices who work alongside them. The Training & Sales Manager coordinates the "front end" of the shop and is responsible for fostering a welcoming, inclusive, and professional retail environment.

This position requires an individual with prior retail 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. The Training & Sales Manager reports to the Director of the Bike Shop & Training Center and is a member of the *Bike Shop* team.

Specific responsibilities include, but are not limited to:

Sales, Inventory, Customer Service (50%)

- Develop a clear vision for bike shop retail and sales and ensure that all employees properly represent and act according to that vision.
- Oversee new and refurbished bike inventory management for the bike shop, including choosing and vetting allocated bikes, training youth and volunteers, managing tracking staff and volunteer performance, and safety checking (quality control) each bicycle before it is advertised.
- Co-Intake bike donations; identifying potential ideal prospects for sale through the Bike Shop
- Manage the sales floor for the Shop Director and Recycling Director, providing oversight on customer service, and supporting sales staff on-the-job with regular coaching and training
- Develop hard and soft skills in staff and volunteers re: sales, customer service, and refurbishing bicycles
- Support the audit of the Bike Shop's inventory

Training, Program Support and Supervision (50%)

- Foster an asset-based culture (positive youth development)
- Supervise front-end staff, ensuring that current employees provide the highest quality customer service through training and shop policies
- Collaborate with the Service Manager, Recycling Director, and Bike Shop Director to provide ongoing training, feedback and support to Bike Shop staff to improve performance of online and storefront business operations
- 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 training manual and schedule updates in collaboration with Shop Management team
- Support Bike Education and Distribution programs and strategies as needed

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.



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- 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 Apple 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 youth, women, and people of color 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 "Training & Sales 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.

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. 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.