

Bike Shop Manager Job Description

The Sharing Wheels Community Bike Shop manager will oversee daily shop operations and finances, ensure outstanding customer service, manage and develop staff (1-2) and volunteers, coordinate annual kids bike programs, and work with the Board of Directors to promote our shop's development and growth.

Hours: Currently part-time, 20 hours per week. Includes regular weekend and evening hours.

Pay starts at \$15 an hour, and may be increased based on experience.

Reports to: Board of Directors

Required qualifications:

- Strong customer service skills and experience
- Relevant work experience in the bike industry or other retail setting
- Proficient bike mechanic skills
- Experience managing staff or comparable experience in a leadership role
- Excellent organizational skills
- Strong communication and interpersonal skills, including conflict resolution

Desired qualifications:

- Expert level bike mechanic skills, including older model bicycles
- Teaching experience
- Knowledge of and experience in community bike shops or other nonprofits
- Experience in cash management and ordering

Primary Responsibilities:

1. Manage daily Bike Shop operations (60%)
 - Oversee the scheduling of work (repair, maintenance, walk-in, and bike building)
 - Oversee the ordering of supplies, parts and equipment
 - Oversee the processing of bicycle donations from individuals and community partners
 - Oversee the pricing of bikes, parts and accessories
 - Ensure a clean and organized work environment in the shop and storage areas
 - Provide quality assurance: Check over completed bikes before they go to customers
 - Oversee posting of bikes or parts for sale online (Craigslist, EBay, etc)
 - Coordinate annual programs for Christmas House, Kids Bike Swap and mechanics classes
 - Oversee shop communications with volunteers, media, and the public - including social media and website
2. Oversee and deliver professional, accessible, and helpful customer service to a diverse customer base (15%)
 - Supervise volunteers in the delivery of customer service in the store and on the phone

- Assist customers in purchasing bikes, parts, and accessories
 - Diagnose repair and maintenance work needed on customer bikes
 - Represent the organization's mission (both shop and programs) to people who visit the shop
 - Ensure a welcoming, accessible, and respectful environment for all people in the Shop
3. Oversee the fiscal operations and monitor the financial health of the Shop (10%)
- Manage daily cash flow and regular deposits
 - Work with the Board treasurer to develop annual shop budget, sales goals, and resource allocations
 - Monitor bike sales and cash donations, reporting quarterly to the Board
 - Work with Board treasurer in the management of accounts and financial records
 - Train and supervise shop volunteers in maintaining accurate records
4. Oversee staff and volunteer management and development (10%)
- Train, motivate, and supervise shop staff and volunteers
 - Oversee shop volunteer scheduling in coordination with event coordinators (such as work parties)
 - Maintain the Bike Shop as a safe place for all volunteer and walk-ins
5. Work in partnership with the Board to ensure Sharing Wheels fulfills its mission, and in organizational growth & development (5%)
- Oversee the development of the Shop business plan and annual work plan
 - Participate in monthly board meetings
 - Participate in annual planning efforts, including strategic and operational planning and budgeting

www.sharingwheels.org