



## Job Posting for Shop Manager

### About the Organization

The Squeaky Wheel Bike Co-op is a DIY community bike shop providing Londoners with an accessible environment where they can learn about bicycle maintenance and cycling as a safe and sustainable means of transportation. We seek to be a hub and source of support connecting all Londoners with the resources they need to become confident, competent cyclists.

Squeaky Wheel is a project of London Cycle Link, a non-profit helping more Londoners ride more often. We engage in education, advocacy and community-building through our events, campaigns and our community bike shop. For more details on our programs and services, please visit [londoncyclelink.ca](http://londoncyclelink.ca).

### About the Position

London Cycle Link is hiring a part-time Shop Manager, for an ongoing time period. The Shop Manager will lead a group of committed volunteers and summer staff to help us reach our community impact and revenue goals. Through staff and volunteer training, leadership, shop sales, and hands on DIY bicycle repair, the Shop Manager fosters an empowering environment where bikes are fixed and barriers are broken.

### Duties and Responsibilities

- Maintain the Squeaky Wheel as a safe, professional, fun, anti-oppressive, and inclusive working environment for all staff, volunteers, and customers.
- Assess and repair bicycles ensuring repairs are completed to a high standard
- Hire, train, onboard junior staff or volunteers and provide guidance
- Develop, run and support the shop's programs: Bikes for Newcomers, Earn-a-Bike, Women Trans Femme etc
- Achieve forecasted revenues by meeting used bikes, parts, and membership sales goals
- Capture and share photos/ videos/ stories on social media and newsletters
- Create programs/ workshops for mechanics, volunteers, and youth to continually grow mechanic skills
- Work with Squeaky Wheel volunteer committee to create meaningful and impactful volunteer duties
- Manage new and used parts inventory, keep benches stocked with appropriate tools, and operate point-of-sale system
- Provide excellent customer service: greeting people as they come into the space, answering the phone, resolving complaints or issues
- Basic shop tasks, such as daily maintenance cleaning and organizing

## Qualifications

- You enjoy working with people from all walks of life, all backgrounds, and all ability levels
- Strong professional communication and interpersonal skills
- Excellent organizational skills
- Can work both independently and with a small team
- Knowledge/interest in cycling culture and cycling advocacy
- Basic computer skills (word processing, emails)

## Assets

- Experience working for or volunteering with a non-profit organization
- Experience with bike shops, either as a volunteer or staff member
- Intermediate to advanced bike mechanical skills
- A strong understanding of and commitment to anti-oppressive values and practices
- Digital communication skills including social media, website, and videography

## Job Specifications

- Compensation: \$18.00 - \$20.00 /hr (depending on experience)
- Hours: 25 / week (Mar-Nov); 15 / week (Dec-Feb) – we hope to increase these hours as our budget allows
- Position start date: As soon as possible, no later than April 13th
- Direct report: Daniel, Executive Director

Please email your resume and cover letter **before Thursday March 19th** to [info@londoncyclelink.ca](mailto:info@londoncyclelink.ca) with the subject heading “Application: Shop Manager”. The Squeaky Wheel is located on the traditional territories of the Anishinaabeg, Haudenosaunee, Lenapeewak, and Attawandaron peoples. We encourage Indigenous people, as well as all people who are underrepresented in the cycling industry to apply for this position.