

SHOP MANAGER JOB DESCRIPTION

POSITION SUMMARY: The Shop Manager assumes primary responsibility for leading the shop operations of the Iowa City Bike Library, including:

- 1) oversight of programming and education,
- 2) daily shop maintenance and management;
- 3) supervising, mentoring, and inspiring volunteers; and
- 4) overseeing retail operations.



The Shop Manager will:

1. Oversee all Bike Library education and service programs
 - a. Work with Executive Director to create & follow an annual plan.
 - b. Lead existing programs including mechanics, Salvage Night, New Mechanics Repair, W/T/F, Rent-A-Bench, As-Is Sales, & Shelter House donations.
 - c. Develop new programming, such as Bike Club and Pedals for People in 2018, W/T/F and New Mechanics Repair in 2017.
 - d. Participate in monthly board meetings.
2. Manage daily shop operations
 - a. Manage physical shop organization & supplies.
 - b. Perform final checks on tuned-up bikes enqueued for checkout.
3. Supervise, mentor, and inspire volunteers;
 - a. Maintain a welcoming environment that abides by the BL's Safer Space policy
 - b. Recruit, train and schedule volunteers to assist in BL shop hours, programs, etc.
 - c. Foster a healthy work environment that attracts, maintains, and motivates volunteers.
 - d. Develop annual review process of our efforts with volunteers that is aligned with our mission and values, schedule and conduct meetings and retreats as appropriate, to ensure volunteer effectiveness.
4. Oversee retail operations
 - a. Strengthen revenue through sales of As-Is bikes, parts or merchandise.
 - b. Price donated As-Is bikes & parts, and Check-Out bikes appropriately.
5. As needed
 - a. Participate in annual planning efforts, including strategic and operational planning and budgeting
 - b. Assist with special event planning to promote shop's development and growth.
 - c. Participate in local bicycle advocacy projects as appropriate.
 - d. Use social media to spread information and to express organization's stance on bicycle-related legislation or issues of social justice.
 - e. Stay generally informed about local, national, and global issues related to transportation and utilitarian cycling

REQUIRED SKILLS AND ABILITIES

- Undergraduate degree or equivalent work experience in the bike industry or a nonprofit
- Relevant work experience in the bike industry or other retail setting

- Proficient to expert bike mechanic skills, including older model bicycles
- Outstanding customer service skills
- Strong communication and interpersonal skills, including conflict resolution – must be comfortable working closely with volunteers and the general public
- Experience with bicycle education, advocacy, and bike maintenance
- Teaching and/or group leadership experience
- Understand the internal and external workings of a 501c3 organization;
- Be a flexible and resourceful problem solver;
- Have a great sense of humor and know how to have fun.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- May require lifting and loading bicycles (up to 60 pounds each) from vehicles or trailers.
- May require storage and retrieval of bicycles.
- May require leading bicycle events and bicycle education workshops on city streets and trails

REPORTS TO:

Executive Director

HOURS

Currently part-time: 20 hours per week, including regular weekend and evening hours

COMPENSATION

\$15-17 per hour depending on experience

TO APPLY

Please submit your cover letter and resume to nathanshepic@gmail.com by Friday, May 4.