



PEDAL – Assistant Manager – Job Posting

Pedal has a mission to enable, educate and empower members of the community to make cycling a part of their daily lives. Pedal's operations include Our Community Bikes (OCB), a Do It Yourself bicycle repair facility that recycles and refurbishes used bicycles. Pedal also offers bicycle mechanical tutoring, training and education outreach programs. OCB is a social enterprise, most of its annual revenues of approximately \$500,000 are earned and has charitable status. You can find out more at www.pedalpower.org. Pedal is currently seeking an Assistant Manager.

Summary of Position

The Assistant Manager oversees the daily operations of Our Community Bikes. Primary Responsibilities include customer service, implementation of sales and marketing strategies, managing used inventory and donations, planning and overseeing bicycle production strategy; and ensuring shop cleanliness and quality control.

This position reports to the Shop Manager. It requires a great deal of coordination and communication with the Shop Manager and Inventory Coordinator, as well as Lead Mechanics and other coordinating staff.

Responsibilities:

- Interact with customers, volunteers and other community members, addressing any issues as needed.
- Monitor and maintain quality control systems on all service repairs, mechanical productivity, and staff efficiency, in collaboration with the Shop Manager and Lead Mechanics.
- Develop and implement marketing, sales, and service strategies in coordination with the Shop Manager.
- Implement a refurbished bicycle production strategy to ensure that the shop is adequately stocked with refurbished bikes in a variety of sizes, styles, and price points throughout the year.
- Coordinate used inventory and donation processing, pickups & recycling drop-offs as needed.
- Organize staff to carry out daily operation of the bike shop and ensure daily tasks are complete.
- Assist the shop manager to oversee compliance of Pedal policies and manage shop procedures

- Implement improvements and revisions to mechanical procedures in collaboration and with input from Lead Mechanics.
- Oversee Point of Sale transaction processing, including payment processing and bank deposits

Required Qualifications:

- Exceptional customer service and people skills are required
- 2-3 years of experience in bicycle mechanics
- 2 years of experience managing people
- Commitment to supporting our mission and strengthening our organization through visioning, strategic planning, and general promotion
- Strong organizational and leadership skills and ability to delegate and prioritize while managing multiple projects simultaneously
- Commitment to open and direct communication
- Proven history of delivering high quality work within expected timelines
- Self-motivated, competent, confident and empathetic
- Confident using a variety of computer programs and tools including point of sale systems, office, and google docs.
- Ability to work collaboratively and communicate with colleagues, youth, and volunteers
- Clear interest in and understanding of anti-oppression politics

Payscale:

\$17-19 / hr, 32 hours a week. Health benefits available.

How to Apply:

Please apply by November 15th. Send a resume with a cover letter to janmaudlin@pedalpower.org that includes:

- Why are you interested in this position
- How your experience is a good match