



PEDAL – Shop 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 a Shop Manager.

Summary of Position

The Shop Manager is responsible for all areas of Our Community Bikes' shop operations. This is a primarily an administration position, focusing on organizational development, human resources management, budget and marketing strategies. The Shop Manager ensures that communication strategies, daily shop operations, service department work and OCB programming are all smoothly delivered, in coordination with the Assistant Manager.

This position reports to PEDAL's Executive Director. Regular coordination with and delegation to the Assistant Manager and Inventory Coordinator are key to this position. The Assistant Manager, Inventory Coordinator, and other coordinating staff all report directly to the Shop Manager.

Responsibilities:

- Oversee the development and compliance of Pedal policies and procedures as needed.
- Analyze sales data and contribute to OCB program budget planning in coordination with the Executive Director.
- Develop and implement marketing, repair and shop floor strategies to ensure the bike shop generates target revenues and operates efficiently, in collaboration with the Assistant Manager and Inventory Coordinator.
- Ensure customer issues are managed appropriately.
- Oversee OCB evening, volunteer, and other shop programming.
- Manage shop staff, including hiring, scheduling, training, and performance reviews.
- Monitor and maintain quality control systems, including mechanic productivity and staff efficiency, in collaboration with the Assistant Manager and Lead Mechanics.
- Participate in events coordination

Required Qualifications:

- 2-3 years of bike shop experience or equivalent relevant experience

- 2 years of experience managing people
- Commitment to supporting PEDAL's mission and strengthening the organization through visioning, strategic planning, and general promotion
- Strong organizational skills and ability to delegate and prioritize while managing multiple projects simultaneously
- Commitment to open and direct communication
- Demonstrated understanding of financial responsibility
- 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:

\$29,000-38,000 Salary. Health benefits available.

How to Apply:

Please apply by November 30th. 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