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Retail Shop Manager

Organization

The Hub of Detroit is an eight year old Detroit-based retail shop owned by Back Alley Bikes, a Cass Corridor-based non-profit that specializes in youth and adult bike programming. The Hub was founded in 2008 to meet community demand for affordable bike repair services. We are a full service retail and repair shop that sells used and new bikes, parts and accessories.

Position

The Retail Shop Manager is responsible in full for all operations at The Hub of Detroit. Whether through direct responsibility for duties or through the appropriate delegation of duties to other staff based on skill the Retail Manager is responsible for meeting the operational needs of the organization. This person also works closely with the Executive Director of Back Alley Bikes and the Board of Directors to set annual and quarterly goals, and support the work of the non-profit organization, effectively serving as a co-director for both organizations operations. This position requires a person with the utmost commitment to community engagement through competitive pricing for services and goods, as well as dedication to, and enactment of, the values of Back Alley Bikes.

Duties

- Manage all retail shop staff (including performance reviews, wage determination, hiring and firing).
- Maintenance of employee records
- Manage the scheduling of all retail shop employees, including staff meetings and training.
- Develop and maintain written requirements for skill levels of bicycle mechanic performance
- Assign duties and roles to mechanics based upon demonstrated ability
- Ability to perform as necessary any retail operation duty, with thorough knowledge of current industry trends and benchmarks (retail duties represent 40% of all duties)
- Represent the shop at local bike events or arrange for other staff to perform this duty
- Liaising with suppliers and dealers
- Manage building maintenance, including sidewalk, facade, roof and interior.
- Manage tools and supplies, including maintenance of current tools, purchasing new tools when needed, and keeping a stock of shop and office supplies.
- Maintain the finances of the organization. This includes accounting, budgeting, purchasing, paying all bills, managing the monthly invoicing between BAB & The Hub.
- Set sales goals, service goals, and other goals with retail staff to meet monthly and quarterly revenue goals.
- Interface with the board of directors regarding annual and quarterly shop status reports
- Work with the other management staff of The Hub of Detroit to share or delegate non-financial responsibilities as necessary.
- Communicate and collaborate with the Executive Director of Back Alley Bikes to most effectively and efficiently deliver retail services to the community.

Because of the seasonal nature of the work and operations at The Hub of Detroit & Back Alley Bikes, the Retail Shop Manager's duties and hours may fluctuate between winter/fall and spring/summer. The duties above represent only the key duties required of the position, and in no way are meant to represent an exhaustive list of responsibilities.

Description continues on next page.

Required Qualifications

- Minimum of 2 years bike mechanic experience in a retail environment
- Ability to perform the majority of retail bike shop duties with skill
- Minimum of 1 year experience with retail/business financial management
- Prior experiencing leading, training, and/or teaching a team
- Passion for cycling / bicycles
- Ability to stand and move in an active, team oriented environment for extended periods
- Strong communication skills (verbal and written)
- Basic computer skills, including Google apps suite and an emphasis on excel or similar programs
- Commitment to exceptional service standards
- Ability to work a flexible schedule; including nights, holidays and weekends required (is this true?)
- Comfort/Familiarity with explicitly discussing racial, economic, and gender equity in the biking industry
- An enthusiastic, friendly, positive attitude and ability to maintain patience under pressure at all times

Ideal Candidate will have:

- 3-5 years bike mechanic experience in a retail store
- Experience in financial management including: budgeting, financial projections, and reporting
- 2-4 years leadership/managerial experience (ideally in a retail setting)
- Proficiency with Quickbooks or similar software
- Prior experience developing training or quality assurance practices/procedures
- Prior experience with community or co-op bike shops
- Experience managing advertising/social media for a corporation/organization

We strongly encourage candidates with identities that are traditionally under-represented in the bike industry to apply.

Salary Range

\$16-\$18 an hour

This is a full time, year round position. Health, dental, and vacation benefits total to about \$3,000 on top of annual salary.

How to Apply

Send a Cover Letter and Resume outlining your qualifications to jobs @ thehubofdetroit.org. We are looking to fill this position immediately. Please direct any questions to this email.

*The Hub of Detroit is an equal opportunity employer that does not discriminate on the basis of race, religion, ancestry, national origin, sexual orientation, gender identity/expression, sex, age, or disability.

