

Working Bikes (WB)
Position Description
Community Bike Repairs Manager

Working Bikes is a 501(c)(3) nonprofit organization that gives donated bicycles new life by redistributing them as tools of empowerment in local and global communities. Countless bicycles are discarded or sit unused in storage across the United States every year. But a bicycle is a vital tool when put to use. Bicycles can provide access to jobs, education, medical attention, and other resources—truly changing the life of an individual, their family, and their community. Since its founding in 1999, Working Bikes has recovered tens of thousands of discarded and donated bicycles from Chicago and the Midwest, and has redistributed more than 100,000 of them worldwide. Twenty years into its efforts, Working Bikes is more impactful than ever and excited to continue to grow its impact.

Global Impact: Working Bikes ships thousands of bicycles each year to our partners in countries throughout Latin America and Africa, including El Salvador, Guatemala, Panama, Nicaragua, Uganda, Lesotho, Sierra Leone, South Africa, Malawi, Zambia, Botswana and Ghana.

Local Impact: Working Bikes donates bicycles repaired by volunteers, who gain/learn bike mechanics through volunteering, to individuals and partner organizations here in Chicago, providing transportation to people in homeless transition, refugee resettlement, and youth empowerment programs in our own community. The Working Bikes' Service Department offers repairs, bike mechanics at reasonable rates and donates services to donation bike recipients and low income folks. Working Bikes sells over 1,500 bikes each year and is widely regarded as the best source for an affordable quality used bike in Chicago.

Position Overview

The Working Bikes Community Bike Repairs Manager (CBRM) is responsible for ensuring a variety of shop floor tasks including performing repairs, checking in and completing work orders, safety checking outgoing refurbished bicycles, performing warranty repairs, and safety checking Cycle of Power (local donation) bikes. The CBRM is also responsible for ensuring that the Service Department fits into the broader mission of bicycle empowerment accomplished by the organization and communicating the same to shop visitors and volunteers. As needed, and particularly during the off-season, the CBRM may also perform planning and programming, Production Shop builds, perform parts and inventory ordering, or facilitate Brandon's Bike Shop sessions, as directed by the Executive Director (ED).

Key Responsibilities

Service Department Responsibilities -

Manage Service Department: Ensure adequate staff and parts on hand to perform service for walk-in customers. Work with Bicycle Shop Manager (BSM) to schedule service mechanic staff and complete parts orders. Train staff to create and complete work orders and conduct mechanical repairs. Work with ED and BSM to identify hiring needs and bring on new SD employees. Ensure that the mission of Working Bikes is reflected in Service Department operations to strengthen organization through strategic planning, visioning and general promotion.

Oversee and conduct bicycle repairs: Make accurate repair estimates for customers. Collaborate with the BSM and other mechanics to ensure that during high season repairs are completed in a timely manner. Perform repairs. Focus on providing repairs to Working Bikes immediate community members and those who cannot afford other bicycle shops, including Cycle of Power recipients.

Manage inventory and tools: Ensure that the Service Department and work stands are always clean and organized. Work with the BSM to complete new orders when supplies get low.

Support sales: Support other staff on the sales floor, and provide guidance (in English and Spanish) when necessary. Check customers out at the register.

Supporting the cycling community: Network with local bike shops in Chicago and support other community shops by referring customers to appropriate service providers (more appropriate geography or service offerings/mechanical needs).

Community and Brandon's Bike Shop (BBS) responsibilities

Mechanic instruction support: Support programs that use bicycles and/or bicycle components as learning tools. Infuse principles of self empowerment, transportation sustainability and DIY attitude into instruction.

Mechanic development: Create intentional spaces and pathways to enhance bicycle mechanic skill for committed volunteers, Cycle of Power recipients, and the community members, with a focus on underrepresented and diverse populations.

Cycle of Power repairs and check-ins: Use Brandon's Bike Shop to repair Cycle of Power bikes brought back to Working Bikes for service and support BBS Cycle of Power production by checking in CoP bikes.

Tool management: Support and maintain an organized and well-stocked workspace in BBS, in collaboration with the Community Programs Manager.

Community repairs: As the need arises, collaborate with partner organizations to provide bike repair services and mechanical skill building within our local neighborhoods and for members of the community

outside of the Working Bikes warehouse.

Key Qualifications

The abilities to multitask and be proactive in communication are key. Must be well versed in Bike Mechanics, and be very detail oriented while making estimates, executing repairs and when checking completed repairs. The CBRM could identify and train volunteers who are qualified and interested in assisting the Service Department. The CBRM needs to become well versed in using Lightspeed while making Work Orders and completing Sales to ensure a timely work flow and accurate inventory management. Bilingual (English/Spanish) a plus, working proficiency in Spanish to interact with our local community a requirement.

Physical Job Requirements

The CBRM must be able to work on their feet for most of the day and lift 50lbs.

The above job description is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Working Bikes is an equal opportunity employer. Working Bikes does not discriminate on the basis of race, color, national origin, sex, gender identity, religion, sexual orientation, age, disability, parental status, veteran status, or any other protected status under applicable laws. We encourage individuals of all backgrounds to apply.

Our benefits package includes 10 paid holidays, two weeks paid vacation and health insurance, with Working Bikes paying 75% of the premium.

Salary \$38,000 - \$48,000 depending on experience.

Send resumes and cover letters, and any questions, to jobs@workingbikes.org. Applications will be reviewed on a rolling basis starting on March 17th, 2023; we hope to have the position filled by April 17th, 2023.