



# URBANBIKEPROJECT

of Wilmington, Inc.

## Shop Manager Job Description

Urban Bike Project is looking for a Wilmington area resident who would like to dedicate their passion and talents to an exciting and rapidly growing organization! We're seeking a full-time Shop Manager who can help us grow while managing our Open Shop and Free Bike Programs.

Urban Bike Project is a non-profit community bicycle shop that supports Wilmington communities by providing access to bicycling as a healthy, affordable and practical means of transportation and recreation. The Open Shop program allows members of the public to purchase affordable used bicycles and parts, perform their own repairs, and learn mechanics. We are currently open to the public Tuesday and Thursday evenings from 6:30pm - 9pm and Saturday afternoons from 2:30pm - 5pm. The Free Bike Program provides refurbished commuter bikes to adults in need of reliable transportation to access jobs, job interviews, and other necessary services. For more information about Urban Bike Project's mission and programs, visit [www.urbanbikeproject.org](http://www.urbanbikeproject.org).

### Hours:

40 hours/week; evenings and weekends required on a weekly basis; flex scheduling available

### Compensation:

\$36,000 - \$42,000/year salaried and exempt; Paid holidays and vacation

### Reports To:

Executive Director

### Responsibilities:

1. Serve as head mechanic and manager-on-duty for the Open Shop Program: Tu/Thu 6:30pm – 9pm, Sa 2:30pm – 5pm (~10 hours/week)
  - Process and track sales
  - Manage volunteer staff; assign meaningful tasks to volunteers and ensure that volunteers are following policies and procedures
  - Provide friendly and consistent customer service to all visitors
  - Assist volunteers with customer interactions and mechanical repairs, as needed; provide quality control on repair services
2. Serve as Program Manager for the Free Bike Program (~10 hours/week)
  - Process and record all applications and paperwork in a timely manner
  - Refurbish used bikes to be distributed to applicants
  - Perform 3- and 6-month follow-up surveys with all Free Bike recipients
3. Generate revenue to support Urban Bike Project operations and programs (~10 hours/week)
  - Work with Executive Director to organize bike drives and recruit bike donations
  - Manage Craig's List posts; work with eBay volunteers to manage eBay posts and sales
  - Work with Executive Director to seek creative funding streams and sales opportunities



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4. Maintain, organize, and stock the shop (~7 hours/week)
  - Keep the building and outdoor landscaping orderly and maintained
  - Purchase tools, parts, and shop supplies as needed
  - Keep parts and retail areas neat and organized; develop new storage and organizational systems as needed
  - Refurbish bikes to keep the sale floor fully stocked.
5. Volunteer Management (~3 hours/week)
  - Sit on the Volunteer Committee; work with committee members on volunteer recruitment and retention efforts
  - Work with Shop Mechanic to organize volunteer work parties as needed to stay abreast of weekly needs and to accomplish major projects
  - Work with Shop Mechanic to staff volunteer-only nights at the shop
  - Work with Volunteer Coordinator to improve volunteer trainings, systems, and processes to ensure a positive volunteer experience and develop a volunteer base that meets the needs of the organization

## Required Qualifications:

- At least one year experience working professionally as a bicycle mechanic OR at least five years' experience as an amateur/hobbyist bicycle mechanic and proficient in mechanics
- Organized and attentive to detail; process-oriented
- Self-motivated and self-directed; excellent time management skills
- Proficient with Microsoft Office and Google Docs (or ability to learn)
- Strong customer service skills

## Preferred Qualifications:

- Passionate about bicycling as an agent for positive change in Wilmington communities
- Experience managing budgets or inventory, and/or expertise in business administration
- Experience managing staff and/or volunteers
- Knowledge of different eras of bicycle manufacture, including specialty repair skills and expertise in bike and component market values
- High school diploma or equivalent

## To Apply:

Please e-mail resume to Laura Wilburn, Executive Director, at [wilburn.laura@gmail.com](mailto:wilburn.laura@gmail.com).