



## Assistant Community Bicycle Shop Manager, Santa Barbara

MOVE Santa Barbara County's mission is to promote walking, bicycling and public transit county-wide to create healthy, sustainable, and equitable communities. We are a medium-sized non-profit working throughout Santa Barbara County. We oversee events, teach pedestrian and bicycle education, encourage active transportation and advocate for safer streets. We operate three community-oriented resale, retail and self-repair bicycle shops in Santa Barbara and Santa Maria called Bici Centro.

### Job Summary

This is an exciting opportunity to help manage and grow MOVE's bicycle repair, maintenance, education and empowerment program through our community bike shops, Bici Centro Santa Barbara and Santa Barbara City College. For over two decades Bici Centro has provided low-cost bicycles and maintenance to the public through our do-it-yourself mechanic-supported service, direct bicycle maintenance service as well as receiving and refurbishing donated bicycles which are made available to the public and to children through our youth education programs. This position assists the Shop Manager in running and managing the shop, shop programs, staff and volunteers with the goal of reaching a greater audience and achieving our mission.

Successful candidates will possess strong skills in the following areas:

- **Mechanical Skills:** Highly skilled in using bicycle related tools, assessing mechanical related issues and repairing bicycles.
- **Organizational Skills:** Efficiency in organization, time management, scheduling and reporting.
- **Communication:** Effective, positive communication among staff, volunteers and customers.

### Location/Hours

This is a part-time to full time position (30-40 hours/week) between the hours of 10AM-6PM Monday through Saturday with some additional hours for special events and classes. This position is based out of our shop in Santa Barbara, CA.

### Responsibilities

- **Facilities**
  - Coordinate with staff and volunteers to ensure shop is clean and organized with all materials, supplies and equipment put away on a daily basis.
- **Mechanical**
  - Oversee staff and volunteers to ensure all donated bicycles and customer bicycles are refurbished and repaired in a safe and efficient manner.
  - Work with customers to properly assess repair work including accurate estimates of repairs and costs, create work orders and communicate mechanical needs.
  - Work with do-it-yourself (DIY) customers to ensure they are provided with positive guidance to ensure their bicycles are repaired in a safe manner.
  - Assist in maintaining our bike fleets for the education program.

- Administration
  - Maintain accurate records to track and report weekly progress (e.g. ensuring timesheets are complete and accurate, tracking volunteers and event attendance).
  - Ensure daily that all phone calls, emails, requests, and questions are addressed professionally and in a timely fashion.
  - Coordinate staff and volunteer shifts and scheduling at the shop and in support of other MOVE programs.
  - Review, order and organize new inventory.
  - Provide reporting for grants and other reporting as needed.
- Other
  - Mentor community members, volunteers and future staff by teaching bicycle maintenance and repair techniques.
  - Assist and encourage customers to have a good and informative experience while keeping a positive attitude.
  - Develop respectful and professional working relationships with volunteers, students and co-workers.

### **Preferred/Required Skills**

- Retail bicycle service repair and sales.
- Staff management.
- Proficiency in Spanish.
- Experience using point of sale system (we currently use Lightspeed).
- Ability to work independently and manage multiple tasks.
- Ability to maintain accurate and timely records.
- Experience using word processing, spreadsheet and database programs (MS Office and Google Workspace).
- Willingness to take on additional work functions as needed.

MOVE is an equal opportunity employer. Religion, age, gender, national origin, sexual orientation, race, or color do not affect hiring, promotion, development opportunities, pay, or benefits. MOVE provides for fair treatment of employees based on merit. The organization complies with all applicable federal, state, and local labor laws.

Compensation: \$22 - \$25 hourly depending on experience. We offer paid time off for sick leave, vacation, a 401k investment plan match and a Health Saving Account. We do not offer health insurance.

To apply, please submit the following to [Admin@MoveSBCounty.org](mailto:Admin@MoveSBCounty.org). (Position open until filled.)

- Cover letter including salary expectations.
- Resume highlighting relevant experience and qualifications.