



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.

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.

Job Summary

This is an exciting opportunity to 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.

The Shop Manager is responsible for running and managing the shop, shop programs, staff, and volunteers to reach a greater audience and achieve our mission. The Shop Manager also serves as an external face of the organization and will have responsibilities that include engaging in the community and supporting MOVE's advocacy agenda. This role reports directly to MOVE's Executive Director.

Successful candidates will possess strong skills in the following areas:

- **Leadership:** Can comfortably lead a team – training, delegating responsibilities, holding team members accountable, and motivating the team to meet our goals.
- **Organizational Skills:** Efficiency in organization, time management, budgeting, scheduling, and reporting.
- **Communication:** Effective, positive communication among staff, volunteers, customers, and community members.
- **Mechanical Skills:** Highly skilled in using bicycle-related tools, assessing mechanical-related issues, and repairing bicycles.

Location/Hours

This is a full-time position (40 hours/week) managing a shop with current hours Volunteer Day 11:00AM-5:00PM 11:30AM-5:30PM Tuesday through Friday and noon to 4:00PM Saturday with some additional hours for special events and classes. This position is based out of our shop in Santa Barbara, CA.

Responsibilities

- **Leadership**
 - Understand, support and act as a leader of MOVE's mission and purpose.
 - Model great leadership and support employee development (e.g. conducting regular 1:1 meetings, participating in annual performance reviews, etc.)
 - Hire, train, and manage shop employees and volunteers.
 - Mentor community members, volunteers, and future staff.
 - Assist and encourage customers to have a good and informative experience while keeping a positive attitude.
 - Develop respectful and professional working relationships with co-workers, volunteers, students, and community members.
 - Collaborate closely with MOVE staff on outreach, advocacy and education programs.

- **Administration & Budgeting**
 - Manage and track program expenditures to stay within budget.
 - Develop programs and protocols to increase sales, community awareness and community-based activities.
 - Create and document processes, train staff, produce written guidelines, and oversee the opening, closing, organization, and maintenance procedures for shop areas.
 - Maintain accurate records to track and report weekly progress and activities (e.g. bike sale and maintenance, timesheets, volunteer attendance, outreach activities).
 - Ensure 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.

- **Facility Management**
 - Develop policies, procedures and layouts; train staff and volunteers; and provide leadership and management to ensure the shop is clean and organized, all materials, supplies and equipment are put away daily; and the shop remains organized and creates a positive customer experience.

- **Mechanical Skills and Management**
 - Create written protocols, train and oversee staff and volunteers to ensure:
 - All donated and customer bicycles are refurbished and repaired in a safe and efficient manner.
 - All repair work is accurately diagnosed, priced, communicated to customers, documented (via work orders), and conducted to the highest standards.
 - Do-it-yourself (DIY) customers are provided with positive guidance to ensure their bicycles are repaired in a safe manner.
 - Education program fleets are maintained.
 - Develop program to attract, increase and train volunteers and future mechanics.

Required Skills/Experience

- Program / staff / retail management (5+ years).
- Strong interpersonal skills (communicates and collaborates effectively with various stakeholders).
- Bicycle repair and sales.

- Point of sale system (we currently use Lightspeed).
- Ability to maintain accurate and timely records.
- Experience using word processing, spreadsheet, and database programs (Microsoft 365 and Google Workspace).
- Proficiency in Spanish (preferred)

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: \$34 - \$37 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 at this time.

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

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