

Job Title: Shop Manager, Collective Member

Reports to: Operations Director

Type: Full-time, Non-exempt

Principle Function: Manage Shop operations including Community Tools, Work-Trade, and Retail functions. Ensure there are adequately trained staff (volunteer and employee), supplies, and inventory.

Essential Functions:

- Supervise Work-Trade users, Community Service users, Volunteers, and Shop Mechanics.
- Maintain relationships with local and others outside the local area bike shops.
- Facilitate willingness to donate parts and fiscal contributions as well as facilitate sponsorship of events. Facilitate donations pick-ups and Scrap Runs.
- Maintain annual report numbers such as, number of Community Tools users, number of Work Traders, number of Community Service users, number of Work-trade, Community Service, Community Tools hours, Number of bikes built per staff and/or class.
- Facilitate ordering of new parts, tools, supplies on a regular basis, or as needed, to ensure the shop is sufficiently stocked. Replace supplies and broken/worn/stolen/missing tools as needed.
- Train new Shop Mechanics and Volunteers in Shop tasks.
- Manage E-bay sales.
- Develop new initiatives to bring in revenue from Shop services.
- Supervise shop staff in maintaining orderliness and safety of the shop. This includes clear walkways and durable shelving, and placement of furniture and infrastructure. Identify repairs needed to Operations Director.
- Key and Security code distribution and retrieval.
- Works two (2) Shop Shifts per week.

Other Duties and Responsibilities

- Answer emails received at shop@bicas.org in a timely manner and answer them all regardless of interest. Ability to respond professionally and enthusiastically both with interest or rejection. This email address is mainly used internally but may occasionally receive public emails.
- Coordinate and ensure annual new parts inventory is completed in a timely manner.
- Coordinate semi-annual Brush & Bulky clean-up of used parts yard.
- Prepare the annual Shop budget and manage budget variances. Participate as a member of the Finance Committee.
- Meeting Facilitation, meeting notes taking, meeting time keeping
- Attend Annual Retreat on the 3rd Monday in February. This date may change if needed.
- Work at the annual art auction.
- Other duties as assigned by the Operations Director.
- Representing and advocating BICAS in the greater Tucson area.

Qualifications

Education & Experience

- Manage a bike shop
- Supervise personnel
- Certified Bike Mechanic, preferred
- Experience with Google Drive - Gdoc, Gsheet, Gform, Calendar, Gmeet
- Internal and external customer service
- Ability to use hand tools
- Ability to lift a bike to shoulder height with one hand
- Experienced organizer interested in working hard and being flexible to ensure tasks and goals are met or done.

Knowledge/Skills/Abilities

- Bike Life
- Meeting Facilitation, meeting notes taking, meeting time keeping
- Janitorial duties
- Organizational skills
- Punctual
- Awareness and passion about social and environmental sustainability, local economics, and bicycle mechanics, cooperative involvement and collective decision making

Working Conditions

- Must work 1 weekend shift per month
- Must work scheduled shifts
- Some work is performed in an air-conditioned office setting. Most work is performed in the Shop or outside setting. Summer temperature regularly exceeds 100. Winter temperatures are often between 32 and 50+/-.

Employee Signature: _____ **Date:** _____

Personnel Manager

Signature: _____ **Date:** _____