

BICI CENTRO PROGRAM MANAGER

Title: Santa Barbara Bici Centro Program Manager

Job type: 40 hrs/week

Pay rate: \$17.50–\$21.50/hour

Bici Centro, a program of the Santa Barbara Bicycle Coalition, is a do-it-yourself, community bicycle repair shop and education center, with the goal of facilitating skill share and increased reliability and safety for Santa Barbara bicycle riders.

POSITION DESCRIPTION

Shop operations in the Santa Barbara shop is the primary emphasis of this role. It includes managing new inventory (purchasing, ordering, stocking, and counting); managing used inventory (donation receiving, processing, pricing, stocking of working sellable parts, and sorting recycle or non-usable parts); setting and maintaining both shop open hours and a staff schedule; training staff and volunteers in bicycle mechanics and shop procedures; and maintaining shop resources.

The SB Bici Centro Program Manager (PM) will establish a positive and welcoming environment for all. The PM is responsible for communicating with all staff, implementing procedures pertaining

to shop safety, shop organization, staffing, volunteering, and open shop, as well as support for all sister programming. The PM is responsible for monthly shop committee meetings and monthly shop staff meetings. The PM will collaborate with shop committee members, volunteers, and staff to develop, plan, and implement programs with the goal of creating a safe and welcoming community space, all the while facilitating safe and healthy staff, volunteer, and customer interactions.

The PM will work with the Education Director to provide mechanical support for education programs. This includes, but isn't limited to, ordering, staffing events, coordinating volunteer mechanics, and providing input on existing and new programs such as Community Bike Build and Learn Your Bike classes.

The PM will work with the Associate Director for day-to-day program oversight and all matters related to hiring and staff management.



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REQUIREMENTS

- Excellent bicycle mechanics skills, demonstrated through previous bike shop employment, relevant experience, or relevant certifications
- Ability to lead by example and good attitude to give direction to shop staff and volunteers in order to promote safety, efficiency, and a welcoming environment for all
- Knowledgeable in “best practices” and ability to lead us in areas of safety, organization, staffing, and mechanical repairs
- Ability to help manage accounts that affect inventory in satellite shops
- Proficiency in both educational and retail environments, including customer management and point of sale systems
- Ability to support volunteers and their essential work with our community

QUALIFICATIONS

- Ability to recognize and foster skills of staff and volunteers, to create a well-coordinated and efficient working collaboration
- Self-motivation and a capacity to work efficiently and effectively in both a chaotic environment and a solo situation

- Strong communication skills, including interpersonal, electronic, and group setting; Spanish speaking preferred
- Ability to effectively teach in both one-on-one and class settings
- Experience in a leadership role within a nonprofit organization or retail shop
- Experience recruiting, scheduling, and training volunteers and creating a professional shop environment that makes them feel proud to volunteer
- Ability to establish relationships with volunteers and staff to create a community space
- Organizational skills and ability to delegate
- Computer literacy and experience with Point of Sale systems
- Ability to set measurable goals and see them through to their completion
- Commitment to the use of the bicycle as a legitimate form of transportation
- Other duties as assigned

TO RESPOND

Please send your résumé to Ellen Willis-Conger: ellen@sbbike.org. We'll begin to review candidates on 1/18/19.

