



Operations Manager – Neighborhood Bike Works

Position Summary: Neighborhood Bike Works (NBW) is seeking a full-time Operations Manager to maintain NBW's facilities and oversee the financial activities of the organization. The Operations Manager works directly with the Executive Director in the areas of basic financial management and bookkeeping, tracking retail operations, assisting in fundraising and development operations, and overseeing communications and public relations activities. This position requires an organized and motivated individual who can multitask and continually reassess shifting priorities while seeing projects through to completion.

About Neighborhood Bike Works: Neighborhood Bike Works (NBW) is a nonprofit organization that provides educational, recreational, and career-building opportunities for urban youth in underserved neighborhoods in greater Philadelphia through bicycling. By learning bicycle mechanics and exploring the city by bike, young people at NBW build life skills and healthy habits and gain leadership experience. It also promotes cycling as a healthy, affordable, environment-friendly form of transportation. In addition to our youth programs, NBW provides a DIY community bicycle workshop space for adults as well as community outreach programs to promote cycling.

Reports to: Executive Director

Start Date & Schedule: Position starts in late January or February. This is a full-time, exempt position requiring some weekend and evening hours occasionally. Some hours may be worked remotely.

Primary Responsibilities:

- Maintain and improve administrative systems, including record-keeping for financial transactions, bicycle donations and sales, in-kind donations, and all other physical and digital records in the filing system and server
- Oversee information systems, including website, social media accounts, general email accounts, computer networks, phone and voicemail systems, and online donation systems
- Maintain office inventory and manage the purchasing of office supplies
- Assist bookkeeper with accounting activities, including entering bills, check requests, payroll, sales tax, and other routine payments into QuickBooks, and creating and submitting invoices to customers
- Oversee the annual financial audit of NBW with an external auditor
- Prepare and present regular fundraising progress reports and other financial reports (i.e. P&L reports, Balance Sheets, YTD reports) for NBW financial committee meetings and board meetings
- Work with Youth Program Director and Executive Director to plan program schedules and coordinate staff and volunteer coverage for all events and activities except for Bike Church.
- Process monetary and in-kind donations
- Oversee production of promotional materials, including brochures, event and program materials, and business cards
- Responsible for communicating facilities maintenance matters with landlords of Offsite Storage Facility, Bike Shop, and Administrative Offices and management of leases for those rental buildings



- Assist Executive Director with development and fundraiser duties such as writing and editing material for grant applications and reports, and providing support for planning and execution of fundraising events, and annual fundraising campaigns
- Collaborate with the Bike Shop Manager on organizing and executing Bike Valet Service at Philly Bike Expo

Qualifications:

- Bachelors degree or equivalent, and experience utilizing administrative and financial management systems
- Knowledge of financial statements including income statement and balance sheet, and accounting for nonprofit organizations preferred
- Proficiency in Microsoft Office (Word, Excel) and CRM database, and ability to maintain or troubleshoot basic office IT equipment.
- Experience with QuickBooks strongly preferred.
- Must possess superb communication skills, both written and verbal.
- Energetic and engaging with youth while being reliable, responsible, and professional.
- Willingness to work as a team player with other staff and the NBW board of directors.
- Self-motivated with a keen attention to detail.
- High degree of familiarity with computer use, social media, and ability to learn new fundraising database.
- Enthusiasm for mission of Neighborhood Bike Works.
- Knowledge of bike shops, parts, and tools a plus.
- Successful passing of PA State Police Criminal Background Check, Pennsylvania Child Abuse History Clearance, and FBI Clearance required

Candidates with non-traditional work and education experience are encouraged – please tell us about those experiences that qualify you for this position.

Compensation:

- This is a full-time exempt position, \$35,000-40,000 per year
- NBW offers a competitive benefits package, including health, dental, and retirement plans
- 10 days paid vacation and 7 days paid personal time in the first year, increases with service

Please email resume, cover letter, and 3 references to Jessica West at jobs@neighborhoodbikeworks.org . Applications received by midnight January 30th, 2023 will receive priority consideration. We are an Equal Opportunity Employer and actively seek staff who reflect the community we serve. Candidates of color are encouraged to apply. Please include “Operations Manager” in the subject line and label any attachments with your name.
