Senior Bike Shop Mechanic – Neighborhood Bike Works

Position Summary: Neighborhood Bike Works (NBW) is seeking a full-time Senior Bike Shop Mechanic in our Community Bike Shop. This position is responsible for performing repairs to bikes brought into our earned-revenue bike shop by the public, repairing and refurbishing used bicycles for sale, and assisting members of the public finding bikes, bike parts and accessories in our shop. Additionally, this position will greet members of our community from various stakeholder groups, including youth, parents and guardians, volunteers, donors, and adult program participants. This position is expected to model NBW’s values of access, equity, and maintaining a safe space at NBW.

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: Bike Shop Manager

Schedule: This is a full-time non-exempt hourly position requiring some weekend and evening hours occasionally.

Primary Responsibilities:

- Repair and refurbish bicycles to a saleable quality, assess value of bicycles, and perform repairs for bike shop customers, and sell bicycles during our Community Shop time.
- Deliver helpful customer service to a diverse base of customers and volunteers during Bike Church and Community Bike Shop.
- Assist Bike Shop Manager in the coordination and management of Bike Shop Volunteers
- Occasionally assist in the instruction of Adult Repair Classes
- Support daily shop operations including daily setup and closing of workshop areas and sales floor, organizing product for sale, answering phone, cleaning, and light facilities projects
- Provide support in keeping inventory organized sorting bike donations
- Assist Bike Shop Manager in bike donation coordination
- Assist Bike Shop Manager with inventory control and purchasing
- Maintain an organized work space and keep up-to-date and accurate checklists and service notes

Qualifications:

- 2+ years of experience as a bike mechanic
- 1+ year of work experience in a bike shop or other customer-focused retail environment
Must possess superb communication skills, both written and verbal

Excellent customer service skills

Skilled in use of a wide range of bicycle tools and the repair of bicycles built from the 1970’s or later

Ability to lift up to 50 lbs.

Energetic and engaging with youth, staff, volunteers, and customers while being reliable, responsible, and professional

Quick to engage and slow to anger

Sense of humor, patience, and flexibility.

Ability to work in a fast-paced team environment, collaborating with other staff

Self-motivated with a keen attention to detail

Enthusiasm for mission of Neighborhood Bike Works

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 non-exempt hourly position
- The pay range for this position is $19-$22 per hour depending on experience and qualifications
- NBW offers a competitive benefits package, including health, dental, life insurance, and retirement plans
- Paid vacation time
- NBW offers an additional 8 paid holidays off (Christmas Day, New Year’s Day, etc.) plus 2 additional paid holidays chosen by the employee.
- NBW is closed between Christmas and New Year’s and staff receives regular pay during that time

Please email resume, cover letter, and 3 references to Jessica West at jobs@neighborhoodbikeworks.org. 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 write “Senior Bike Shop Mechanic” in the subject line and label any attachments with your name.