

Service and Workshop Manager

Community Cycles of California (CCofCA) is a nonprofit, full-service, refurbished bicycle shop raising the quality of life in our corner of the community. We offer refurbished bicycle sales and full-service repair as well as no cost options for those who need it.

We are a small, but growing organization seeking a skilled mechanic with supervisor experience looking to advance but is willing to get their hands dirty wrenching on bikes while helping to develop a professional organization with outstanding product, especially older bikes, and customer service. As Manager, you will be responsible for the operations of the workshop. Working with executive staff, you will ensure bicycles are refurbished for the sales floor and the service department schedule is adhered to while supporting program and sales goals.

Although your primary responsibility will be to support the Service and Sales departments, you will also support our Community Bike and Free Repair programs. Interacting with customers and clients, as well as with staff, job training participants and volunteers is a big part of this job, so leadership, exceptional customer service and people skills are crucial.

Responsibilities: Mechanic

- Manage and support the team in production of refurbished bicycles, service desk operation and repair jobs
 - Ensure bicycles for sales floor and community bike programs are refurbished to CCofCA standards
 - Oversee and service inbound Service Department bikes
 - Perform final Quality Control step of CCofCA refurb and service processes
- Work with executive staff to develop and implement shop floor strategy to meet target revenue as well as production and impact goals
- Manage process flow of the shop, seeking ways to improve, grow productivity, and maintain/improve quality
- Maintain budget and accurate financial reports
- Hire, train, manage and evaluate shop personnel. Personnel can include volunteers and program participants.
- Manage inventory process, including receiving, ordering, and organizing of both ordered and donated items
- Manage parts consumption, orders and inventory levels
- Work with executive and nonprofit staff to develop and support programs, including training of vocational training participants
- support marketing and corporate events
- Participate in inter-departmental training and cooperation, including support of sales when needed

Responsibilities: General

- Represent CCofCA as a leader in the community we work in, be a positive ambassador when talking to partners, donors, volunteers and be the best representation of our mission
- Continuously improve our interactions, products and services for our clients and contribute positively to their experiences
- Present poise and consistent performance under high stress situations
- Learn, understand and adhere to all organizational policies, programs and standards

- Maintain clean workbench and work with colleagues in maintaining clean shop in general, including restroom and lounge areas
- Attend meetings, offer input and provide feedback
- Perform other duties as assigned

Skills and Attributes:

- Have a strong desire to give back to your community and have a love for bicycles
- 3+ years mechanic experience on wide variety of bicycles from vintage to new at a retail bike shop
OR attended a 1-month UBI class and 1+ year experience
- 1 year leadership or supervisor experience
- Detail conscious and meticulous
- Self-motivated, confident, competent and empathetic. Zero attitude.
- Collaborate and communicate effectively with colleagues, clients, and volunteers
- Project positive image and serves as a role model for others
- Ensure that work is completed within specified time and quality parameters

*Hours: This is a full-time position. Working hours will include early evenings and weekends. Hours will be within Tuesday through Sunday, 9am to 7pm.**

Moving, lifting and carrying bikes will be necessary, so must be able to lift 30lbs.

**Hours vary due to COVID-19 and shelter-in-place restrictions*