ORGANIZATIONAL OVERVIEW:

Bike Works, based in SE Seattle since 1996, promotes the bicycle as a vehicle for change to empower youth and build resilient communities. Our programs and services invest in young people and encourage bicycling. Our bike shop serves a large customer base with used bike sales, affordable repairs, and new and used parts and accessories. We take in over 7,000 bicycle donations annually and redistribute these bikes through our programs and bike shop. We are committed to continued learning and improvement, with a focus on social justice and racial equity.

ROLE OVERVIEW:

This position will provide professional-quality mechanical repair services and attentive, quality customer service in a high-energy, fast-paced bike shop. Other duties will include sales, receiving and pricing orders, and maintaining accessible, organized retail displays. This position reports directly to the Shop Director and is part of the Bike Works Bike Shop Team.

ESSENTIAL JOB FUNCTIONS:

1.) Provide mechanical support in bike shop:

• Diagnose and process bikes dropped off for service at shop
• Perform bicycle repair, maintenance, and walk-in services on customer bicycles as needed
• Adhere to service writing process, seeking to provide value to customer through repair instructions written for mechanic staff

2.) Deliver professional, accessible, and helpful customer service to a diverse customer base:

• Assist customers in purchasing a bike, helping them find the size and style they need within their price range
• Help customers choose bike parts and accessories to purchase
• Operate point of sale software and cash register
• Act as public face of Bike Works, providing general information about our organization and program offerings

3.) Manage retail shop inventory of new bike parts and accessories:
• Receive, unpack, price, and sort shipments of parts and accessories for the bike shop
• Create and maintain sales displays for bikes, parts, and accessories, keeping ample stock displayed
• Perform periodic physical inventory counts

4.) Support daily bike shop operations
• Open and close bike shop
• Answer phone calls and respond to voice messages
• Maintain a clean and organized work environment
• Assist with processing donated bikes, parts, and accessories as needed
• Assist with the recycling of bicycle bi-products and shop materials as needed
• Assist with inventory upkeep
• Work to create and maintain an environment in our bike shop where youth and adults feel safe, supported, and respected

QUALIFICATIONS:
• Ability to provide quality, timely repair services to a wide variety of bicycles
• Excellent customer service skills
• Self-directed, energetic, flexible and personable
• Must be able to work independently and as part of a team
• Strong interpersonal skills and a friendly outgoing attitude with a desire to work with the public
• Ability to multi-task in a fast paced environment
• Experience with, and understanding of, diverse South Seattle communities
• Commitment to environmental stewardship, social justice, and youth development.
• Passion for the mission, vision, and values of Bike Works.

COMPENSATION:
Hourly pay range $21 - 23 DOE; this position is eligible for overtime pay.
All full-time positions are accompanied by $10,000+ in benefits, including:
• Medical, Dental & Vision Insurance
• 12 days of vacation to start (adding one day for each additional year of work)
• 7 paid holidays, 1 floating holiday, plus a paid holiday recess from 12/24 through 1/1
• 10 days sick leave per year
• Long & Short-Term Disability
• Training & Professional Development for job roles
• Unlimited Orca Card
- EAP Employee Assistance Program
- $250 reimbursement for any kind of training or continuing education
- $250 match for employee donations to other nonprofits
- $250 fitness/gym membership reimbursement
- Discounts on new & used bikes and parts in our Shop
- Retirement match up to $2,000
- Life Insurance
- Reimbursement for mileage when using your bike for work
- Casual dress code
- Sabbatical policy for 1 month after 5 years

**CONDITIONS OF EMPLOYMENT:**

Bike Works is an Equal Opportunity Employer committed to assembling a diverse and talented staff. In compliance with applicable laws and in furtherance of its commitment to fostering an environment that welcomes and embraces diversity, Bike Works does not discriminate on the basis of race, color, creed, religion, national origin, sex, disability, age, veteran status, sexual orientation, gender identity or expression, or marital status. Candidates of color are strongly encouraged to apply.

**WHO WE ARE:**

- collaborative team players
- passionate educators
- bike riders, bike mechanics
- social justice activists
- energetic and hard workers who manage time and risk
- self-starters with growth mindsets
- personable and humorous

**HOW TO APPLY:**

Email your resume, cover letter, and contact information for three references to kellen@bikeworks.org. **This position is open until filled.**