



BOYS & GIRLS CLUBS
OF SONOMA VALLEY
100 W. Verano Ave., Sonoma, CA 95476
707-938-8544

Title: Operation Bicycle Assistant Manager (AM)

Department: Operation Bicycle

Reports To: Operation Bicycle Manager

Status: Non-Exempt/Full Time

Compensation: \$18-22

OUR MISSION is to provide positive opportunities for our community's youth and teens to learn, succeed, and discover their full potential.

Boys & Girls Clubs of Sonoma Valley (BGCSV) is a non-profit organization that has been serving our Sonoma community since 1962. While we are part of the national movement of 4,000 Boys & Girls Clubs across the country, our organization is independently run. The Boys & Girls Clubs of Sonoma Valley is a mission-driven, forward-focused organization committed to partnering with schools and other community organizations to provide youths 6 – 18 years of age with positive opportunities to learn and succeed. We provide our exceptional youth development programs to over 2600 youth annually.

Operation Bicycle is one of our social enterprise businesses which provides education and training opportunities for teens and young adults through bicycle mechanics classes, community events and employment opportunities in the shop. The program provides on-the-job training and entrepreneurial skills to prepare youth for jobs in the community.

POSITION DESCRIPTION

The bike shop staff and volunteers work with teens to repair used bicycles for sale and provide maintenance and repair services for the general public. The Operation Bicycle Assistant Manager (AM) is responsible for assisting with the day to day operation and management of the shop located at 207 Nino Marco Square when the Manager is not available. The AM's job is to maintain a smooth and organized workflow with the other employees and volunteers of Operation Bicycle.

KEY RESPONSIBILITIES

- Open and close the shop according to procedures laid out by the manager, including weekends
- Supervise teen employees
- Ensure that protocols and systems are followed such that information about customer bikes is accurately communicated down the line from intake to pick-up
- Ensure that bicycles are serviced in a timely and efficient manner
- Triage and delegate duties
- Keep parts stocked for repairs and sales by keeping tabs on inventory and placing orders as needed
- Organize and assist with special events and rides
- Oversee farmers' market bike valet service when necessary
- Maintain a clean and aesthetically pleasing store environment
- Assist with the delivery of the bike mechanics classes
- Maintain quality control of all service, repairs and sales from Operation Bicycle

- Maintain a code of conduct at the shop for a safe, fun and welcoming environment.
- Ensure program operations and activities adhere to legal guidelines and organizational policies and procedures as described in the organization's Employee Handbook and elsewhere.
- Act as a liaison to teens and their families, assisting them in accessing bike resources
- Maintain open, supportive and collaborative relationships with staff and board members
- Establish and maintain effective, respectful, and productive relationships with funders, donors, and community partners to maximize effectiveness
- Communicate regularly with staff, volunteers, customers and teens
- Maintain records necessary for program evaluation
- Other duties as assigned
- Available to work weekends

SKILLS, ATTRIBUTES AND EXPERIENCE

- High School Diploma (some college is a plus)
- Basic knowledge of business operations
- Knowledge of bike repairs and service
- Ability to assess the value of bikes, parts and accessories
- Strong verbal and written communication skills
- Experience working with teens 13-18 years old
- Proficient with Microsoft Office Suite and Google Platform
- Flexible schedule; available on occasional weekends and evenings
- Bilingual in Spanish is a plus

The above declarations are not intended to be an “all-inclusive” list of duties and responsibilities of the job described to do the job. Rather, they are intended only to describe the general nature of the job.

Employment with the Boys & Girls Clubs of Sonoma Valley shall be “at will” and either the Club or the Employee may terminate the employment relationship at any time, with or without cause. This “at will” employment may not be changed except in writing signed by both the employee and an authorized representative of the Club.