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**TITLE:** BiCi Co. Assistant Shop and Service Manager  
**STATUS:** Half-time to Full-time – Seasonal Variation  
**REPORTS TO:** BiCi Co. Shop and Service Manager

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**DATE:** Open Until Filled

## Description

BiCi Co. is a community-oriented bike shop, working with folks living in Hartford and the region. We are a part of the Center for Latino Progress non-profit organization, and we look to provide sustainable transportation for everyone. Our Assistant Shop and Service Manager will work towards that goal by facilitating bike repairs and providing information and guidance to folks who rely on bikes to get around. This is a fun and challenging position that allows you to share your love of bikes with customers and co-workers in a fast-paced shop environment. We are seeking a team member that takes initiative, diagnoses and solves issues, and treats customers with empathy while sharing knowledge about bikes.

This position would be great for you if you love bikes, love people, and care about social justice. This is an opportunity to work at a bike shop that is not creating profit for an owner but giving back to the community.

The Assistant Shop and Service Manager's primary role is to help customers find what they are looking for, intake repairs, communicate repairs to staff mechanics, run the register, and fix bikes when necessary. This role may also include parts ordering, shop organization, and people management – of both employees and volunteers. In a typical day, there will be customers to assist with finding the right bikes, parts, and accessories for their needs. There will be customer bikes to evaluate and write repair tickets for. And there will be other organizational tasks or repairs to complete. Evening programs may include helping folks in our DIY hours learn how to fix and maintain their own bikes, or assisting with teaching youth bike mechanic skills in Earn-a-Bike classes. This is a half-time to full-time position and requires evening and Saturday availability.

## Pay and Benefits

- \$15/hr to \$20/hr depending on experience and skill level.
- Full time employees will receive health care and paid time off benefits from CLP

## Responsibilities

- Assist customers enthusiastically and courteously.
- Maintain knowledge about the products and services we offer and connect customers with the products or services that are best suited to their needs.
- Communicate clearly and effectively to customers, co-workers, and volunteers.
- Evaluate customer bikes for repair and accurately determine what services are needed.
- Process sales on our point of sale system.

- Build orders for parts and accessories as necessary.
- Maintain a clean, organized, and safe workplace.
- Share bike repair knowledge with community members during our DIY hours, and with youth in our programs.

## **Requirements**

- Mechanical aptitude required. Basic bicycle maintenance skills required, and willingness to learn advanced mechanic skills.
- Excellent communication and interpersonal skills a must.
- Customer service abilities
- Retail experience a plus. Ability to learn and operate a point of sale system.
- Strong organizational and time management skills, able to multitask and keep track of simultaneous priorities.
- Ability to treat everyone with respect and empathy, even if you disagree with them.
- Resourceful and adaptable – able to shift directions quickly and adjust to a changing environment and expectations.
- Able to remain calm and work effectively under pressure.
- Must be mobile, able to access offices and lift or move up to 40 lbs.
- Detail oriented and focused
- Spanish speaking a strong plus, but not required

**Women, trans folks, and non-binary folks are strongly encouraged to apply!**

**A paid test shift will be required before making a hiring decision.**

**More info about BiCi Co. – [www.bicico.org](http://www.bicico.org) & [www.facebook.com/BiCiCoHartford](https://www.facebook.com/BiCiCoHartford)**

**More info about the Center for Latino Progress – <https://ctprf.org/>**