



# Job Opening: Shop Manager

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## **What is FCCB?**

Falls City Community BikeWorks ([fccbikeworks.org](http://fccbikeworks.org)) is a 501(c)(3) non-profit founded in 2014. We operate a community bicycle repair shop in the Shelby Park neighborhood in Louisville, KY. Our mission is to empower people to make bicycling a more practical and sustainable part of their lives by providing a well-equipped workshop where all community members can maintain their own bicycles, and sharing the skills of bicycle maintenance and repair. Our Open Shop services are free to community members.

## **Position Overview:**

We are seeking a dedicated and enthusiastic Shop Manager to join our team. The ideal candidate will be responsible for overseeing the regular operations of our community bike shop, ensuring a welcoming and productive atmosphere, and managing inventory and volunteers. This position requires strong customer service and management skills, as well as a commitment to maintaining a sober and respectful shop environment. For the health of the organization, we are requesting a one-year commitment at minimum.

## **Key Responsibilities:**

- Arrive early to open the shop and stay late to close at least two days per week (8 hours/week for our normal Open Shop sessions).
- Maintain a welcoming space for everyone, fostering a productive, respectful, and calm atmosphere.
- Ensure the shop environment remains sober and smoke-free at all times.
- Provide excellent customer service and address any inquiries or issues.
- Manage inventory, including ordering, stocking, and organizing new/used parts and supplies.
- Supervise and facilitate volunteers during open shop hours.
- Record shop usage data at the end of each shift.
- Organize and manage additional shop sessions as needed (volunteer-only nights, cleanup days, etc.).
- Encourage, facilitate, and process all shop donations.
- Attend monthly Board meetings and present a monthly report on shop metrics, including visitor and volunteer stats, sales, and donation metrics, etc.
- Participate in occasional tabling events to promote our organization.
- Use social media tools to promote sales of refurbished bikes.



**Required Qualifications:**

- Availability to work 15-20 hours per week, including shifts on weekends and/or occasional early mornings or late evenings.
- Strong customer service skills.
- Proven project and management experience.
- Ability to recruit and coordinate volunteers.
- Commitment to maintaining a sober and respectful shop environment.

**Preferred Qualifications:**

- Skilled in bike mechanics.
- Experience with social media management.
- Experience in volunteer management and recruitment.

**Compensation:**

\$24/hr. Hours and pay scale can grow as our organization gains funding and support; you can help us make this happen!

**Applications:**

Applications can be submitted at this link:

<https://fccbikeworks.wufoo.com/forms/x1msfeye1kcue65/>

Position will remain open until filled.

*We encourage individuals who may meet some, but not all, of the qualifications to apply. We believe in building a diverse and inclusive workplace, and we recognize that skills and experiences come in many forms.*