University of Massachusetts Lowell Campus Recreation
Part Time Bike Shop Manager

UMass Lowell is a national research university committed to preparing students for work in the real world, solving real problems by providing an affordable, high-quality education. Located on a high-energy campus in the heart of a global community, the university offers more than 18,000 students bachelor’s, master’s and doctoral degrees.

The Department of Campus Recreation at the University of Massachusetts Lowell is seeking a qualified candidate for the position of Bike Shop Manager for the Outdoor Center and Bike Shop. The Bike Shop is a full service bike shop offering new and used bike sales, bike rentals, service, parts and accessories as well as educational experiences. The Bike Shop is open to the university community as well as public. The bike shop also manages the operations and maintenance of the University’s Freewheelers bike share. This is a temporary, approximately 18 hours per week, entry-level position with 4-5 days a week on site preferred.

The Bike Shop Manager reports directly to the Assistant Director of Outdoor and Bicycle Programs.

Duties and Responsibilities:

- Directly oversees bike shop and bike share operations
- Drives store performance through effective operations, marketing, outreach, data utilization and planning
- Serves as the shop head mechanic overseeing other mechanics to ensure quality, timely and effective work
- Shares responsibility for stock, ordering, receiving and inventory
- Serves as the primary customer point of contact for Bike Shop and Freewheelers program via phone and email
- Assists in hiring, training and acts as the primary scheduler for student mechanics and bike shop staff
- Assists in delivery of bike related program serving as group ride and maintenance clinic instructor
- Insures adherence to operational, mechanical and risk management standards, policies and procedures
- Other duties as assigned

Qualifications:

- Excellent communication, decision making, and ability to relate to a diverse student population
- Familiarity with current trends and practices within the bicycle retail and service industry
- Excellent knowledge of bicycle topics: retail, mechanics, components, safety, transportation, local riding, other
- Ability to work a flexible schedule including a significant amount of evenings and some weekends
- Ability to prioritize, delegate and multitask in a busy and dynamic environment
- Has a current driver’s license, a clean driving record and the ability to drive 12 passenger van with trailer
- Previous professional retail and bicycle service experience, 3+ years preferred
- Proficient in Microsoft Word, Excel, Outlook various social media. Experience with Lightspeed retail preferred.
- Park Tool School, United Bicycle Institute or other bicycle mechanic certification preferred

Compensation:

- $15/hour
- Access to all bicycle program equipment and resources as well as generous employee discounts

Position Timeline:

- Target start date August 1, 2018.

To Apply:

Email resume and cover letter in PDF format to Kevin Soleil Assistant Director of Outdoor and Bicycle Programs at kevin_soleil@uml.edu. Position will remain open until filled.