

## Bike Library Part-Time Retail & Shop Operations Coordinator

**Position Title:** Retail & Shop Operations Coordinator (Part-Time)

**Reports To:** Executive Director

**Status:** Part-Time, Non-Exempt (20 hours/week)

**Compensation:** \$18–\$20/hour



### Organization Overview

The Bike Library is a volunteer-run community bike project founded in 2004 in Iowa City, Iowa. Our mission is to get more people on bikes by repairing donated bicycles, checking them out to the public, and serving as a hub for bicycle education, access, and community connection.

### Position Summary

The Retail & Shop Operations Coordinator manages front-of-house operations, ensuring the Bike Library's smooth daily function. Key responsibilities include retail coverage, volunteer supervision, and maintaining an organized, welcoming, and efficient shop environment. This role implements established systems and identifies practical improvements for better shop flow, accessibility, and patron experience. The ideal candidate thrives in a community setting, demonstrates good judgment, and effectively guides volunteers and patrons with clarity, equity, and care. They must be dependable and detail-oriented, contributing to organizational and operational enhancements.

### Core Responsibilities

#### 1. Retail Operations & Customer Experience

- Lead retail shifts, ensuring a welcoming, accessible, and functional shop for patrons.
- Greet and assist patrons; process donations, Checkouts, and As-Is bike transactions.
- Maintain clean, safe, and organized retail areas, shop floor, and shared spaces during public hours.
- Assist at the Public Bench when front desk coverage permits.

#### 2. Volunteer Supervision & Training

- Supervise, support, and guide volunteers during retail and shop hours, ensuring clear roles, productive workflows, and positive experiences.
- Assign and oversee volunteer tasks for daily operations and shop organization.
- Model and reinforce equitable, inclusive communication, shop norms, expectations, and safety practices.
- Assist with volunteer recruitment, onboarding, and orientation.
- Train volunteers in retail procedures, checkout workflows, and customer interaction.

### **3. Physical Shop Organization**

- Manage shop organization (labeling, storage, cleanliness).
- Ensure compliance with Shop Oversight guidelines and consistently implement workflows and procedures.
- Propose and implement approved, practical improvements to shop flow, accessibility, and efficiency.
- Ensure consistent adherence to systems by all staff and volunteers.

### **4. Program Support & On-Shift Leadership**

- Support routine programs and trainings, including assisting with volunteer orientation.
- Coordinate with other staff to ensure retail operations align smoothly with ongoing programs and shop needs.

### **Qualifications**

- Experience in retail, customer service, or community-facing roles.
- Strong organizational skills and attention to detail.
- Ability to lead volunteers with clarity, patience, and consistency.
- Ability to follow systems, take direction, and maintain focus.
- Commitment to equity, accessibility, and community-centered work.

### **Preferred**

- Experience working with volunteers.
- Familiarity with bike shops, nonprofits, or cooperative environments.
- Basic mechanical knowledge or willingness to learn.

### **Work Environment & Physical Requirements**

- Evening and weekend hours may be required. Ability to stand for extended periods.
- Ability to lift up to 40 lbs.
- Fast-paced, community-centered environment.
- Evening and weekend hours may be required.

### **Benefits**

3 month trial period; Benefits eligible after 1 mth

- 10 paid holidays per year.
- Two “personal days” per year.
- Part-time employees receive pro-rated sick leave benefits based on their FTE; 5 sick days per year.