

Volunteer: Greeter and Front of Shop Assistant

Help us to promote cycling as a cornerstone of a cleaner, healthier, safer society by joining us as a Volunteer Greeter and Front of Shop Assistant. Yours will be the friendly face customers meet upon entering the Bicycle Collective. Help people to find their dream bike, develop and use your customer service skills, all while meeting and serving folks in our community.

Primary responsibilities:

Sales/Greeting:

- Greeting visitors and explaining our mission and the way the shop works.
- Discussing and answering queries about the OBCs mission and programs with visitors in the shop.
- Showing retail bikes and offering basic information on bikes and parts, directing more in-depth questions to staff.
- Assisting with purchases - ask a staff member to check before processing.

Bench-Use:

- Assigning workstations and explaining policies for bench use.
- Checking bench users in and out, ensuring tools are put back and benches cleaned when users are finished.
- Checking specialty tools in and out or directing questions to staff.
- Helping bench users with initial questions, if possible, or else directing questions to staff.
- Helping with shop duties in the workbench/shop front area depending on demand (e.g. sorting parts, pricing items, cleaning and organizing).

Volunteer Management:

- Answering queries about the volunteer program, or directing them to the Volunteer Coordinator.
- Directing questions regarding daily tasks towards Volunteer Coordinator.
- Ensuring volunteer sign-out/time-tracking.

Reports to: Volunteer Coordinator

Length of Appointment: Saturdays for a minimum of 3 months. You are responsible to notify the Volunteer Coordinator at least one week in advance of shifts that you cannot attend, or to find a sub from our core volunteer group.

Time commitment: Saturdays 12-3pm or 3-6pm for a minimum of 3 months. Schedule is negotiable.

Qualifications:

- Customer service
- Interpersonal skills
- Friendly, honest and trustworthy
- Willingness to learn
- Strong support for the mission of the Bicycle Collective
- Enthusiasm for cycling and basic bike knowledge is a plus.

Support: Training will be provided. The Volunteer Coordinator and other employees will be available for questions and assistance during each shift.

Benefits:

- Learn and use skills in a busy community bike shop.
- Further our mission by promoting cycling and empowering others.
- After 4 hours of service volunteers receive member benefits in the following month.