



# Phoenix Bikes Internship Descriptions

## **Program Internship:**

Phoenix Bikes Program Internship gives students the opportunity to dive into the teaching side of running an education based non-profit. This intern will teach hands-on bike mechanics skills and implement educational projects that push Phoenix Bikes's mission forward. Interns will finish with an abundance of job readiness skills including leadership, communication, collaboration, problem solving, and more.

**\*The Position Description will not fully cover all activities and duties of the employee.**

## **Intern Responsibilities:**

### *Youth Instruction*

- Master foundational teaching skills including lesson design, delivery, engagement, culture, and management.
- Work with the program manager to plan, develop, and implement additional curriculum and learning materials while providing input and recommendations to improve our current teaching processes.
- Serve as a role model, mentor, and leader for all youth.

### *Bike Service*

- Perform bicycle repair, maintenance, and walk-in services on Give-a-bikes
- Learn proper Give-a-Bike safety standards and perform final safety service before bikes are donated
- Maintain an organized, clean, and safe work area

\*These are physically demanding jobs: it requires you to be on your feet most of the day and to regularly be lifting and moving bikes and equipment.

## **Desired Skills**

- *Willingness to learn and try new things*
- *Communication & Adaptability*
- *Dependability*
- *Empathy and patience*
- *Earn-a-Bike Graduate (requirement)*

## **Shop Internship:**

Phoenix Bikes Shop Internship will offer students the opportunity to learn the building blocks of what makes a non-profit organization, gain retail and customer service experience, and acquire job readiness skills. Shop Interns will master service ticket writing, inventory management, bike mechanics and refurbishment, sales and customer service competencies, and e-commerce content management. Our goal is to offer young people the knowledge, skills, and stability they need to be successful in future employment.

**\*The Position Description will not fully cover all activities and duties of the employee.**

### **Intern Responsibilities:**

#### *Sales*

- Learn how to identify and tag possible sale bikes.
- Practice leading shop tours.
- Ensure products are on display, functioning properly, and presentable to customers.
- Engage with customers by greeting them and offering assistance with products and services.

#### *Service*

- Perform bicycle repair, maintenance, and walk-in services on customers and sale bikes.
- Deliver professional and helpful customer service to a diverse customer base, making all cyclists feel welcome regardless of riding ability or mechanical knowledge.
- Learn to prepare estimates, implement work orders, and ensure timely delivery of finished orders.
- Maintain an organized, clean, and safe work area.

#### *Inventory Management*

- Assist shop manager with monitoring parts and supplies inventory, entering new items into inventory, and pricing them accordingly.
- Maintaining accurate inventory in the systems by performing inventory counts.
- Write and edit product descriptions and upload digital content to eCommerce platforms.
- Practice recording bike donations, how to tag them, and how to thank the donor.

\*These are physically demanding jobs: it requires you to be on your feet most of the day and to regularly be lifting and moving bikes and equipment.

## **Pay & Benefits:**

This is a part-time position, with a pay rate of \$12/hour for approximately 22 hours per week, and schedules are set up individually to match the availability of each youth. Internship start and end dates are flexible. Intern staff positions are temporary, seasonal non-benefited positions and do not include paid vacation time.

## **Benefits to students:**

- Professional experience to put on your resume
- Opportunity to work with the youth program and shop team
- A Phoenix shop shirt
- Staff references/recommendations
- Access to staff discounts and wholesale pricing on bicycles and accessories

## **Equal Employment Opportunity**

We celebrate and embrace the diversity of everyone who walks through our doors and strive to be an inclusive place that cultivates compassion, expands perspectives, and grows the future stewards of our collective community. In our hiring and in our work, we do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law.

As an organization working directly with youth, we require all staff 18 years of age and older to successfully pass a background check as a condition of their hire.