



# Global Bikes

## JOB DESCRIPTION

### **JOB TITLE**

Service Technician

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The Service Technician is responsible for providing exceptional customer service and expert quality repairs to support Global Bikes' mission, vision, and values in order to deliver top-line sales growth and customer satisfaction. This staff person will report to the Service Manager and will work in their primary store location but will be available as needed to support other locations, events, etc. To accommodate their role, the Service Technician will be provided with system(s) access and store access (in some cases).

### **JOB DUTIES / RESPONSIBILITIES**

The Service Technician position will be an hourly position with the ability to work part time or full time hours, nights, and weekends. The following list is not all inclusive and the position will require working in a manner as required by business need. The ultimate goal of the position being to deliver timely and effective execution of the variables related to providing a unique as well as positive repair experience built upon quality products, qualified repair work, and excellent customer service.

#### Service Excellence

- Deliver friendly, professional, accessible, and helpful customer service by maintaining service standards
- Write accurate work orders based on immediate evaluation to recommend maintenance and repairs as necessary, focusing on long-term safety and performance
- Maintain a high level of personal accountability for productivity and quality of work
- Manage the queue of work orders for reasonable and timely delivery to the customer
- Maintain and enhance product / technical knowledge by participating in vendor training (i.e. SBCU, S-Tec, etc.) and attending required training sessions
- Embrace all the brands and products we stock as well as adapt to changes in product offerings
- Collaborate with Service Manager on identifying areas to improve the overall customer experience

#### Customer Experience

- Ensure customer service excellence by meeting or exceeding customer expectations, understanding customer's needs, and explaining service outcomes
- Assist customers on the sales floor as needed with and without directly being requested
- Provide a safe, clean, organized and welcoming environment for customers and staff at all times and in all areas of the store
- Contribute to executing store events that produce impactful sales results as well as increased community involvement

#### Operational excellence

- Manage daily service operations to ensure process and system excellence with a dedication to completion of assignments and projects
- Ensure that proper safety practices are being followed
- Process transactions within POS and bike rentals system applications
- Support an efficient and effective inventory by maintaining accuracy and stock levels
- Be aware of and follow all store policies and procedures as directed
- Collaborate with Service Manager for ordering of supplies, parts and equipment
- Maintain effective working relationship between sales department and service department

## **SKILLS & QUALIFICATIONS**

The Service Technician operates through a focus on performance, people, and customer service. In addition to the attributes listed, this position requires a passion for customer satisfaction, a drive for results, and the ability to communicate and interact with a diverse population. On a functional level, the Service Technician will possess the following skills / attributes.

- Mechanically proficient in the areas of bicycle service, repair, and assembly
- Intrinsically motivated, positive, and friendly with the ability to work both independently and as a member of a team
- Proven success in retail including positive results in service, sales, and customer satisfaction metrics
- A contributor who thrives off achieving goals and is enthusiastic about supporting others
- Effective communicator, both verbal and written communication, in addition to solid interpersonal skills
- Ability to multitask and work with more than one customer at one time
- Proficiency in operating a point of sale system as well as other business operations applications
- Organized and able to complete assigned tasks as directed