



JOB DESCRIPTION - MECHANIC

JOB BRIEF

The Mechanic should offer reliable, honest, and exemplary technical service while maintaining efficiency. Mechanics are expected to make technical issues approachable for customers.

EXPECTATIONS

The Mechanic position is a fun and challenging position that allows you to share your love of bikes with customers and co-workers in a real shop environment. Because we're an entrepreneurial company with plenty of ways to grow and build a career we expect every employee to take initiative and give our customers a helpful and meaningful experience. Repair quality is highly critical and must be adhered to. Double checking of repairs and assisting with peer quality reviews is expected. Also each employee is expected to follow all company policies and procedures.

RESPONSIBILITIES

- Complete assigned work orders in a timely fashion
- Pre-shift/Pre-open huddle
- Review work order queue with manager
- Assist with customer repair follow up communication
- Assist in Service Center Inventory Cycle Counts
- Complete assigned training modules
- Service Center Monthly Review Meeting

REQUIREMENTS

- Experience with adjustments and technical workings of bicycle parts
- Strong interpersonal skills
- Take a lot of pride in work quality and efficiency
- A friendly and energetic personality with customer service focus
- Ability to perform under deadlines
- Address complaints in a timely manner
- Availability to work flexible shifts