



**POSITION TITLE: Bicycle Tech – Level 2**  
**DEPARTMENT: Service Center**  
**REPORTS TO: Service Lead**

We are seeking an enthusiastic and customer-focused individual who is eager to develop their bicycle mechanic skills while providing exceptional service. The ideal candidate will be professional, respectful, and committed to maintaining the high-quality standards of Hyland Cyclery. We take pride in fostering an inclusive and welcoming environment, ensuring that all customers and employees—regardless of riding skill, mechanical knowledge, or background—feel comfortable and valued.

**Primary job duties include but are not limited to:**

- Guide the process for receiving repairs, writing repair tickets, scheduling work, and assigning repairs to mechanics.
- Completing the following service-related tasks:

Perform bike assembly (up to \$8,000 retail value)	Size and install chains
Make basic adjustments (brakes, gears, bearings, wheel truing)	Perform standard flat tire installations and repairs
Perform advanced tune-ups and overhauls	Install and repair tubeless tires
Install spokes and advanced wheel truing	Wrap handlebars
Custom bike builds (frame up)	Basic suspension service
Hydraulic brake maintenance and installation	Install “covered” level frame protection
Overhaul bearing components	Service internal hubs
Perform e-bike diagnostics and repairs	Frame prep (facing and chasing)
Install accessory & components	Wash and degrease bikes

- Complete all scheduled work orders within the promised turnaround time.
- Write accurate work orders based on on-the-spot analysis and provide customers with cost estimates and maintenance recommendations.
- Complete training programs, including in-store and internet-based training.
- Be involved in hiring and training of new Service Center employees.
- Plan and/or lead special events or workshops in the Service Center for customers and staff.
- Perform minor repairs on the spot whenever possible.



- Maintain an organized, clean work area.
- Manage service inventory under the supervision of store management, including ordering and cycle counting.
- Learn, understand and adhere to company policy, programs and standards.
- Complete other tasks as assigned by the service and store manager.

**Secondary job duties:**

- Interact with customers and provide exemplary customer service; educate customers about bicycles, bicycle accessories and clothing, and any other cycling-related products.
- Support daily store operations, including restocking, cleaning, organizing and merchandising.

The Bicycle Technician L2 position is a part time or full-time position; you will work up to 40 hours per week depending on the season, and you need the ability to work evenings, holidays and weekends.

**The ideal candidate:**

- Has excellent mechanical skills and at least two years of hands-on professional shop experience working on a wide variety of bicycles.
- Has a working knowledge of bicycles and their mechanical components.
- Is proficient in repairing both new and vintage bicycles to the highest standards.
- Is detail-oriented and able to manage multiple projects simultaneously.
- Is neat, organized, and is respectful of a shared workspace.
- Possesses basic computer skills and familiarity with Microsoft Office products, including Outlook, Teams, OneDrive, and Excel. Experience with Ascend POS is a plus.
- Able to manage time effectively and work well under pressure.
- Is intrinsically motivated, able to work both independently and as a member of a team, and thrives in a dynamic, fast-paced environment.
- Ability to speak Spanish or other languages is encouraged.

**Physical Demands:**

- Able to stand and walk throughout the scheduled work shift.
- Must be able to perform the essential functions of this job, reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.
- Is capable of safely lifting and carrying 75+lbs on a regular basis.

**Wage:** \$12.00-16.00/hour + quarterly bonus for full-time employees

**Benefits:** Access to rental/demo bikes and employee purchase discounts

**Start Date:** Immediately

**Application Instructions:** Complete online job application at [www.hylandcyclery.com/find/jobapplication](http://www.hylandcyclery.com/find/jobapplication) and email your resume to [job@hylandcyclery.com](mailto:job@hylandcyclery.com).