



POSITION TITLE: Bicycle Tech – Level 3

DEPARTMENT: Service Center

REPORTS TO: Service Manager

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 \$12,000+ 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 spoke and advanced wheel truing and wheel building	Wrap handlebars
Custom bike builds (frame up)	Advanced full-service suspension and dropper post overhauls
Hydraulic brake maintenance and installation	Detailed “tailored” ride wrap installations
Overhaul bearing components	Service internal hubs
Perform advanced e-bike and scooter diagnostics and repairs	Frame prep (bearing replacement, facing and chasing)
Conduct training sessions	Demonstrate expert knowledge of all bike types and effectively communicate with customers
Accessory & components installation	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.
- Ensure the Hyland Cyclery processes are being adhered to in the Service Center and that employees understand and meet their responsibilities.
- Complete training programs, including in-store and internet-based training.
- Assist 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 store management supervision, including ordering and cycle counting.
- Monitor productivity and performance of other tech staff.
- Ensures cleanliness and monitors maintenance of the facility and provides input to both the store manager and operations manager.
- 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 L3 position is a 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 three 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 preferred.
- Able to manage time effectively and work well under pressure.
- Has proficient knowledge of how e-bikes function and can communicate with customers about proper e-bike usage and maintenance.
- 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: \$15.00-20.00/hour + quarterly bonus incentives 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 *and* email your resume to job@hylandcyclery.com.