

Service Technician Job Description

Responsibilities *Service Technicians work in the service department. They are responsible for service writing, carrying out scheduled and same day/ala carte repair work, providing excellent customer service, and upholding the Hub's best practices and processes for repair work. Technicians in the Minnehaha Service Area may be scheduled for repair, check-in, bike build, wheel processing or used shifts. Technicians in the West Bank Service Area are scheduled for check-in/repair or bike build shifts, and are expected to negotiate daily tasks with their co-workers. Technicians at the University Bike Center are responsible for completing technician duties & front end/sales duties pertinent to the sale of merchandise.*

Duties

- Check-in, assess, and repair a wide variety of bikes according to Hub Best Practices
- Utilize POS, scheduling software, G-drive and email for daily shop operations
- Complete shift work in an efficient and thorough manner
- Include clear notes on all repair tickets and properly file all tickets
- Provide excellent customer service to people of all ages, abilities, cultures, races, colors, ancestries, sex, gender identities, income levels, sexual orientations, religions, and riding styles.
- Be aware of & monitor individual biases in all interactions
- Respectfully deliver and accept guidance, feedback, and double checks related to job duties
- Respectfully communicate with customers, and co-workers across various departments
- Follow Hub policies and procedures on buying and selling used bikes and parts.
- Field service-related customer phone calls and emails
- Perform cashier duties, including opening & closing procedures (count cash drawer, making note of any discrepancies)
- Maintain the service area's appearance and organization throughout each shift
- Follow Hub policies for processing warranties, special orders, used inventory, and sales
- Stock service department parts; follow Ordering & Receiving procedures to reorder low-inventory products
- Familiarize yourself with and follow Hubs norms and policies as outlined in the Official Hub Handbook
- Keep yourself and co-workers accountable to Hub policies & practices via direct communication and peer reviews

Desired Skills & Qualifications:

- Effective and open communication skills and commitment to creating a welcoming environment for folks from all walks of life

- Previous experience as a mechanic in a professional bike repair setting
- Knowledge of bicycle repairs and diagnostics of a wide range of bicycles
- Experience with, or interest in consensus-based decision making and/or cooperative structures.
- Customer service experience
- Ability to multitask in a busy and fast paced service department
- Consistent attention to detail, follow through, and a methodical approach to service
- Self motivation and initiative to stay up to date with new products and technologies
- Multilingual language skills

Physical Demands:

- The person in this position needs to move about the shop to assist customers and access tools and parts
- Frequently moves bicycles, accessories, and other cycling equipment weighing up to 50 pounds
- Must be able to perform the essential functions of this job; reasonable accommodations may be made to enable individuals to perform these essential functions

Time Commitment

- Late February - September, with potential for year-round employment
- Part-time to full-time hours
- General Meetings (1.5 hrs/month)
- Service Department meetings (1.5 hrs/month)

Compensation

- Starting wage between \$13.50 - \$19.25/hr, depending on experience
- PTO plus the flexibility to request additional unpaid time off
- Employee discounts on bike and product purchases
- Paid parental leave available after 1250 hours worked