<u>Bike Builder</u>

Responsibilities
Bike Builders work in the service department. Builders are responsible for following the Hub's Best practices and processes to perform new bike assembly & accessory installation.

Duties
- Complete new bike assembly, out-the-door check, and bike accessory/component installation following Hub Best Practices procedures in an efficient and thorough manner
- Utilize POS, Humanity, G-drive and email for daily shop operations
- Include clear notes on all work order 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 and monitor individual biases in all interactions
- Respectfully deliver and accept guidance, feedback, and double checks related to job duties.
- When handing off a new bike to a customer, follow proper Out the Door procedures and answer any remaining questions they may have.
- Ask questions of other service area staff if you are unsure of the answer
- Maintain the service area's appearance and organization throughout each shift
- Follow Hub policies for processing warranties
- Keep yourself and co-workers accountable to Hub policies and practices via direct communication and peer reviews.
- Familiarize yourself with and follow Hubs norms and policies as outlined in the Hub Handbook
- Work and communicate with Front End Sales staff and adhere to systems for new bike backstock, storage, and sale procedures.

Desired Skills & Qualifications:
- Effective and open communication skills and commitment to creating a welcoming environment for folks from all walks of life
- 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
- Experience with, or interest in consensus -based decision making and/or cooperative structures.
- Previous mechanical experience or training
- Good follow through and self motivation
- 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)
- Additional trainings as needed or required

Compensation

- Starting wage begins at $14.25/hr, with considerations for experience
- PTO plus the flexibility to request additional unpaid time off
- Employee discounts on bike and product purchases