

## **Service Technician**

*Service Technicians work in the service department. They are responsible for service writing, carrying out scheduled and quickly returned 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, or used shifts. Technicians at the University Bike Center are responsible for completing technician duties & front end/sales duties pertinent to the sale of merchandise.*

### **Daily Responsibilities**

- Check-in, assess, and repair a wide variety of bikes according to Hub Best Practices
- Utilize Lightspeed Point of Sales, Humanity, Google 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 in accordance with Hub Best Practices
- 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
- Answer 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 procedures to reorder low-inventory products
- Familiarize yourself with and follow Hubs norms and policies as outlined in the Official Hub Handbook
- Hold 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, preferably 1-3 years/seasons
- Knowledge of repairs and diagnostics of a wide range of cycles
- Experience with--or interest in--consensus-based decision making and/or cooperative structures
- Customer service experience, and flexibility to cross-train for Sales/Front End shifts if interested
- 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 (Spanish, Arabic, and/or Hmong preferred)

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**Physical Demands:**

- The person in this position needs to move about the shop to assist customers and access tools and parts, which may be located anywhere from floor level, up to 10 feet above floor level
- Frequently moves and lifts bicycles, accessories, and other cycling equipment weighing up to 70 pounds above eye level
- Must have visual acuity to identify issues and make proper alignments, often manipulating objects as small as an apple seed or kernel of corn.
- Manual and finger dexterity needed to perform repairs and adjustments, often manipulating objects as small as an apple seed or kernel of corn.
- 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**

- This is a seasonal position, which runs from late February/early March through September, dependent upon weather and seasonal demand for repair services. There is some potential for year-round employment. Minnehaha shop hours: 10am - 8pm Monday through Friday, 10am - 6pm Saturday, and 12pm - 6pm Sunday. University Bike Shop hours: M-F 8-6, Sa-Su 12-6
- Up to 36 hours per week, must be available to work 1 weekend day (Saturdays preferred)
- Participation in General Meetings (1.5 hrs, morning of the first Tuesday of the month)
- Participation in Service Department meetings (1.5 hrs, morning of the first Wednesday of the month)
- Participation in elective training to increase service certification levels, sometimes scheduled outside of regular store hours

**Compensation**

- Starting wage begins at \$15.75/hr, with considerations for experience
- PTO plus the flexibility to request additional unpaid time off
- Employee discounts on bike and product purchases after probationary period
- Paid Parental Leave after 1250 hours worked at the Co-op
- Option to apply to become a Worker-Owner after 1000 hours worked, which includes access to health insurance (subsidized by the Hub) and annual patronage dividends

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*The Hub Bike Co-op does not and will not discriminate for or against any employee or applicant for employment based on sex, gender expression, gender identity, race, religion, creed, color, national origin or ancestry, age, disability, marital status, sexual orientation, or status with regard to public assistance. This policy applies to all aspects of employment at The Hub Bike Co-op, including recruitment, advertising, hiring, training and development, promotions, transfers, terminations, demotions, layoffs, compensation and benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.*