

Minnehaha Service Coordinator - Administration

This position will have shared responsibilities with the Quality Control Coordinator & Tools/Consumables Coordinator of the Minnehaha service area. They will also have individual responsibilities focusing on: service scheduling, creating budget for service, and ensuring Hub norms and policies are followed in the service area. This position qualifies as Level 4 - Financial Committee Member of the wage scale.

Shared Daily Expectations

- Check-in bikes and diagnose accurately, schedule repairs and write up service tickets, as well as fulfill Service Technician expectations same expectations as other mechanics
- Coordinate with Front End (sales) Coordinators and staff on all pertinent service interactions (including custom builds, new bike sales, etc)
- Maintain a clean and organized service area
- Work with the personnel committee to hire staff
- Following Hubs norms and policies: communicate in respectful manner to customers and co-workers, foster a work environment free of oppression, etc.
- Work with staff to ensure that Hub service standards and policies are followed (bottom-line that people are doing double-checks, creating service tickets, documenting component issues, etc.). Have a working knowledge of Hub policies and resolution processes.
- Coordinate tasks amongst other workers in service area to ensure people stay productive and focused
- Work with staff to ensure that all customer complaints/ issues are dealt with in a timely manner including service labor warranty work.

Shared Responsibilities (divided/distributed and agreed upon amongst the Coordinators)

- Keep bike storage area current by coordinating the clear-out of long-held repairs and parts buckets, as well as working with the appropriate coordinators to keep the used and warranty bikes up to date.
- Ensure that there is proper communication between the Ordering & Receiving Committee and the Service Department by communicating with the Small Parts and Components Steward (ex. in regards to special orders needed for repairs, product stocking needs, etc).
- Communicate with the Personnel Coordinator when an employee is not fulfilling Hub norms, policies or job description
- Work with service staff to be sure that any repairs waiting for parts are finished in a timely fashion.
- Keep labor prices and skus updated in both Light Speed and written documents, as well as be the go-to person for related questions.
- Schedule weekly repair and quick turn queues
- Work with other Hub Service Coordinators to hold monthly service meetings
- Ensure that system is followed for tool maintenance and organization, repair area cleanliness, and DIY area maintenance and organization
- Keep service policies (ex. double check guidelines, etc), practices (ex. Best Practices document, etc) and standards up-to-date by working with other Service Coordinators and addressing related problems in a timely fashion
- Work with the Marketing Coordinators and committee to promote service related sales and specials
- Facilitate winter project process for the service department

- Communicate with New Bike & Warranty Coordinator to ensure that all warranty issues are dealt with in a timely manner
- Encourage and remind workers in service department to fill out review forms for other workers in their department
- Maintenance of a repair certification policy

Individual Responsibilities

- Schedule employee shifts in the service area
- Work with other Service Coordinators & participate in maintaining service policies, practices, and standards
- Work with the Education Coordinator and fellow Service Coordinators to schedule internal and external Service trainings annually
- Create a yearly labor budget and maintain margins of that budget
- Work with the Finance Coordinator: Deposits & Invoices to help any staff with recurring cash drawer issues
- Verify workers' timesheets according to Policy 4.3

Time Expectations

- This position is allotted 20 hours weekly for administrative duties, year round
- Full Time (32-40 hours/week), with one weekend shift required weekly; additional hours filled with Service floor shifts
- Must attend monthly General meetings (2 hours/ea)
- Must co-facilitate &/or attend monthly Service Department meetings (2 hours/ea)
- Must attend monthly Finance Committee meetings (2 hours/ea)

Compensation

- Hourly wage starts at \$16.50 with additional consideration for 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
- Option to apply to become a Worker-Owner after 1000 hours worked, which includes paid health insurance and annual patronage dividends