

## **Service Coordinator: University Bike Center**

*The role is responsible for bottom-lining service-related responsibilities at the Hub's University Bike Center location. This position works closely with the University Bike Center Operations Coordinator and Minnehaha Service Coordinators. This is a full-time, year-round position that classifies as Level 4 of the Hub's wage scale.*

### **Shared Daily Responsibilities**

- Check-in bikes and diagnose accurately, schedule repairs and write up service tickets
- Coordinate with other coordinators and staff on all service and retail interactions (including custom builds, new bike sales, special orders, accessory sales, etc)
- Work with staff to ensure that Hub service standards and policies are followed (bottom-lining that people are doing double-checks, creating service tickets, documenting component/customer issues, etc.)
- Coordinate tasks amongst other workers to ensure people stay productive and focused
- Follow the Hub's norms and policies: communicate in respectful manner to customers and co-workers, foster a work environment free of oppression
- Maintain a clean and organized front counter and service area (create SKU book, cleaning, opening and closing tasks, etc.)
- Communicate to Personnel Coordinator when employee is not fulfilling Hub norms, policies or job description

### **Shared Administrative Responsibilities (divided and agreed upon amongst the Coordinators)**

- Understand the Hub's Resolution Process and a coordinator's role in carrying it out
- Oversee the fulfillment of the proposal and contract for the University Bike Center and adhere to all agreements made with the University of Minnesota and the RFP
- Maintain communication and effective relationships with University staff, student groups, and the public
- Be involved in hiring processes as necessary (i.e., Seasonal Service Technicians, Service Coordinators).
- Communicate with the Minnehaha Service Coordinators to maintain consistent systems of operation between the locations
- Maintaining accountability of other coordinator and staff
- Adhere to budgets and get pre-approval for changes of budget
- Work with Depositor to help any staff with recurring cash drawer issues
- Collaborate with The Hub's IT Coordinator to perform point of sale, computer, phone, and credit card machine maintenance
- Website Participation: Provide website updates specific to University Bike Center, make sure University Bike Center website information is updated in a timely manner with accurate information, correct grammar, and proper spelling

- Ensure that projects and tasks have follow-through, timelines, and people to bottom line them
- Maintain a safe environment for staff and customers

### **Individual Responsibilities**

- Create a yearly labor budget and maintain margins of that budget
- Create a tool and consumables budget and maintain margins of that budget
- Create, maintain, & update the University Bike Center schedule to fulfill seasonal staffing needs.
- Work with Minnehaha Service Scheduler to develop staffing solutions
- Maintain accountability and coordination of service department staff
- Work with repair staff to be sure that any repairs waiting for parts are finished in a timely fashion
- Schedule weekly repair queue
- Keep labor prices and SKUs updated in both the point of sale system and written documents, as well as be the go-to person for related questions
- Keep bike storage area current by coordinating the clear-out of long-held repairs as well as working with bike buyers to keep the warranty bikes up-to-date
- Be able to answer repair questions from mechanics
- Orchestrate ongoing self-education in pursuit of mechanical expertise
- Stay up-to-date on product repair services
- Work with other service coordinators to develop and update service area policies
- Communicate with Service Department and Operations Coordinator for any parts that need to be ordered for repairs or warranty
- Ensure that system is followed for tool maintenance and organization, and repair area cleanliness
- Coordinate tasks amongst other workers in service area (bike builds, repair, and check-in)
- Work with Education Coordinator to schedule time for classes
- Work with Depositor to help any staff with recurring cash drawer issues
- Create a tool and consumables budget and maintain margins of that budget
- Help enable repair certification guidelines and policy
- Help to coordinate Service Department meetings and trainings
- Bottomline the completion of service warranty claims at this shop location.
- Work with other Service Coordinators to facilitate an annual review of service "best practices" document
- Be the point person and resource at University Bike Center for repair certification system

### **Desired Qualifications**

- Experience in communication and interpersonal group relations
- Organized and detail-oriented
- Self-motivated; ability to prioritize tasks; & work independently and efficiently
- Ability to have candid conversations with co-workers and maintain an open and respectful environment

- 3-5 years' work experience as a mechanic in a professional bike repair setting
- Management/supervision experience
- Experience with consensus decision-making
- Second language skills a plus

### **Time Commitment**

- 32-40 hours/week, with one weekend shift required weekly.
- Must attend monthly General meetings (2 hours/ea)
- Must organize &/or attend monthly Service Coordinator meetings (2 hours/ea)
- Must organize &/or attend monthly Service Department meetings (2 hours/ea)

### **Compensation**

- Hourly wage starts at \$16.50 - \$18.50/hr, 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