Minnehaha Service Coordinator - Quality Control

This role is responsible for the Hub Minnehaha’s service department operation & effectiveness; quality control; staff development; and various administrative duties. This position has shared responsibilities with the Administrative and Tools/Consumables Service Coordinators of the Minnehaha service department. This position includes the expectations & responsibilities of the Service Technician position.

Department Operation

- Coordinate with Sales Coordinators and staff on all pertinent service interactions (including custom builds, new bike sales, etc)
- Coordinate the clear-out of long-held repairs, uphold abandoned bikes & parts policy
- Keep labor prices and SKUs updated in both point of sale system and written documents, as well as being the go-to person for related questions.
- Ensure all repairs checked in are completed in a timely and efficient manner, bottomline ensuring no repairs are forgotten or “fall through the cracks”

Department Effectiveness/Productivity

- Demonstrate ideal completion of Service Technician responsibilities
- Uphold safety norms for staff and customers
- Work with staff to ensure that Hub service standards and policies are followed
- Work with Marketing to promote service related sales and specials
- Work with Minnehaha warranty bottom liner to facilitate completion of guarantee claims
- Answer repair questions that mechanics may have

Quality Control

- Work with staff to ensure that all customer concerns are dealt with in a timely manner including labor guarantee work.
- Work with service staff to be sure that any repairs waiting for parts are finished in a timely fashion
- Coordinate new staff department orientation
- Work with Education and Service Coordinators to coordinate service department trainings
- Work with Bookkeeper & other coordinators to create annual training budget
- Coordinate department-wide general operation safety and tool safety trainings
- Work with other location Service Coordinators & participate in maintaining a staff repair certification system
- Be the point person & resource at Minnehaha for repair certification system

Staff Development

- Foster a work environment free of oppression by motivating workers to communicate respectfully
- Communicate to Personnel Coordinator if employees do not fulfill Hub norms, policies or job description
- Work with other Service Dept Coordinators to hold and facilitate monthly department meetings
Mentor / coordinate with Minnehaha Shop Ops Steward to ensure shared responsibilities are completed in a timely manner

**Administrative Duties**
- Work with Personnel team & other Service Coordinators to hire staff
- Facilitate winter project process for all Hub service department locations
- Encourage accountability between workers by reminding service to fill out review forms for other workers in their department
- Work with other Service Coordinators & participate in maintaining service policies, practices, and standards
- Cover duties of other Minnehaha Service Coordinators as needed.

**Time Expectations**
- 32-40 hours a week depending on labor needs/season
- Departmental Meetings/Trainings: 6-8 hours a month
- Occasional overtime in peak season (March - September)

**Desired Qualifications**
- Organized and detail-oriented
- Computer-literate, able to use spreadsheets, word processing, email and POS
- Self-motivated; able to prioritize tasks; & work independently and efficiently
- Able to have candid conversations with co-workers and maintain an open and respectful environment
- Management/supervision experience preferred
- Minimum 5 years shop experience

**Compensation**
- Starting wage between $15.75 - $17.25/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
- Option to apply to become a Worker-Owner after 1000 hours worked, which includes paid health insurance (equivalent to an additional $2-$4/hr, depending on plan) and annual patronage dividends