

## **Service Department - Recycled Cycles and Fitness**

Do you have a passion for bicycles, a desire to learn and share knowledge, and want to be part of a tight knit team? Recycled Cycles is looking for people to join our service team. We have a variety of positions within this department that welcome people of all levels of ability and knowledge. We are a local, family-owned shop that's been helping our community find affordable bikes and service them for over 46 years. Our customers come from all walks of life, and we proudly provide the same great service for people with decades old department store bikes, that we do for those with top of the line equipment. We're interested in finding new team members that are outgoing, friendly, and eager to learn and serve our community.

We have three main positions in this department; Builders, Service Writers, and Service Technicians, and we are looking to hire for each. Below are descriptions of each position.

### **Builder: *Duties & Responsibilities:***

- Produces bikes for the store's inventory. This includes both new and used bikes and even fitness equipment as well.
- Completes minor service such as fixing flat tires, installing parts & accessories, and various adjustments as the need arises.
- Assists with operational tasks. Our operations department spends every day completing tasks that often require all hands on deck.

### **Skills & Requirements:**

- High school diploma or GED.
- An ability to continuously work while standing for an entire shift and lift 50 + lbs with reasonable accommodation.
- Prior shop or other bike related experience is helpful but not required. We have a team of very experienced and knowledgeable people that all lend a hand in training new staff.

### **Service Writer: *Duties & Responsibilities:***

- Works at the front service counter and maintains a variety of different tasks within the position including bicycle maintenance, sales, & customer service.
- Promptly greets customers with enthusiasm and inquires about what they stopped in for.
- Writes service invoices that the mechanics use to perform service.

- Sells parts and accessories for service bikes and general sales.
- Provides clear explanations of what customers will receive from service.
- Performs minor maintenance such as, fixing flat tires, installing parts and accessories, and basic adjustments.
- Listens closely to customers to identify how we can best meet their needs.

***Skills & Requirements:***

- High School Diploma or GED
- A basic understanding of bike maintenance, components, & compatibility. Prior shop experience is preferred, but not required.
- The ability to work while standing for an entire shift and lift 50 +lbs with reasonable accommodation.
- An outgoing personality that invites a welcoming rapport with customers.
- A resilient social battery; the ability to spend the majority of a shift interacting with the public.

***Service Tech: Duties & Responsibilities:***

- Performs service on customer's bikes. Tune-ups, a la carte adjustments & installations, & other miscellaneous services are routine.
- Identifies unforeseen problems and solutions. Contacts customers to discuss solutions.
- Helps maintain consistent, high quality work with a steady turn around time. High quality service is a point of pride for us, and our mechanics make that possible.

***Skills & Requirements:***

- Formal training and/or prior shop experience of some kind. Candidates should ideally have undergone programs like Shimano T.E.C. or Sram Technical University courses. Prior volunteer service experience will be considered.
- A good sense of time management and efficient workflow.
- A wide range of knowledge on component compatibility, adjustment methods, & standard technical processes. This includes but is not limited to: brake/derailleur adjustment, brake bleeding, bearing adjustments/overhauls, wheel truing, cleaning, & part/accessory installations.
- An open mind and ability to adapt to our specific process of service. We are very fortunate for our ability to solve unique issues as a shop, but it requires a well trained eye and a willingness to try new things.

## **Expectations: All positions**

- Our shop thrives on teamwork, so a positive attitude and a willingness to help out across the store is key. We rely on each other to communicate clearly and cultivate a fun environment to work in. The ultimate goal is for our customers to feel this whenever they visit.
- We sell and service a massive amount of bikes. In order to keep things running smoothly, we rely on everyone to contribute to the upkeep of the store. Maintaining an organized workspace.

*If this sounds like the perfect fit for you, we'd love to have you join the Recycled Cycles family! Come in to grab an application today!*

## **Please contact us with any further questions:**

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